

Directories of PCA Providers - PCA MFP and ABI Waiver Programs.

Directory of Private Qualified Providers - Medicaid ABI Waiver Program.

Email Communications Between State Officials and the Brain Injury Alliance of Connecticut.

December 2023

12/1/2023:

Follow-up and appeals on previous FOIA requests.

Formal appeals regarding denial or incomplete responses.

Key Observations

The timeline demonstrates a consistent effort by David Medeiros to gather detailed information about the Medicaid ABI Waiver Program and related services through multiple FOIA requests.

The requests are extensive, covering various aspects of the program, including consumer data, financial details, service providers, and government oversight.

Responses from the Connecticut Department of Social Services and other entities indicate the processing and acknowledgment of these requests, but also highlight some challenges in obtaining the requested information, leading to subsequent appeals.

This timeline is a summarization of the key events based on the FOIA requests and related communications as detailed in the provided document.

The timeline of David Medeiros' FOIA requests and interactions from October to December 2023 is extensive and demonstrates a consistent and detailed pursuit of information regarding the Medicaid ABI Waiver Program and related services in Connecticut. Here's a summary of the key events:

October 2023:

10/21/2023: FOIA Request about Connecticut Community Care CCC SLG.

10/23/2023: FOIA Request for information on Connecticut Community Care Referrals.

November 2023:

11/13/2023: FOIA Request for a Directory of Qualified Providers in the Medicaid ABI Waiver Program.

11/15/2023: FOIA Request regarding Consumer Compensation in the ABI Waiver Program.

11/16/2023: FOIA Request for Medicaid ABI Waiver Program 1 Consumer Data and Financials.

11/19/2023: Multiple FOIA Requests including information on Medicaid ABI Waiver Programs 1 and 2, Cognitive Behavioral Services, Housing and Rental Agreements, and Care Management Consultation Services.

11/21/2023: Series of FOIA Requests to various Connecticut government departments/entities such as Allied Community Resources ACR, Connecticut Community Care CCC, Department of Social Services DSS, Community Options Unit COU, Employment Options EO, and Goodwill.

11/26/2023: FOIA Requests concerning Email Communications with Connecticut Community Care and The Supported Living Group, State Officials Amy Dumont, Jennifer Cavallaro, Michael Slitt, and Elizabeth Orejuela, and Governor Ned Lamont's Oversight Records on Connecticut DSS Compliance with ABI Waiver Program.

11/28/2023: FOIA Requests for Directories of PCA Providers, Private Qualified Providers, and Email Communications between State Officials and the Brain Injury Alliance of Connecticut.

December 2023:

12/1/2023: Follow-up and appeals on previous FOIA requests, including formal appeals regarding denial or incomplete responses.

11/13/2023 - FOIA Request for Directory of Qualified Providers: David Medeiros requested access to the directory of qualified providers for the Medicaid ABI Waiver Program, including statistical data.

11/15/2023 - Follow-Up on Formal Complaint Records: Medeiros followed up on a formal complaint submitted on September 20, 2023, concerning employment concerns at the Supported Living Group (SLG) within the ABI Waiver Program.

11/15/2023 - FOIA Appeal for Consumer Compensation: An appeal was made regarding the FOIA request about consumer compensation in the ABI Waiver Program, seeking clarification and supporting documentation.

11/16/2023 - Multiple FOIA Requests Acknowledged by DSS: The Department of Social Services (DSS) acknowledged various FOIA requests submitted by Medeiros and promised to respond in accordance with the CT FOIA.

11/19/2023 - Comprehensive FOIA Request Covering Various Aspects of ABI Waiver Programs: Medeiros requested detailed information on grievances, complaints, financial audits, policies, and service plans related to Medicaid ABI Waiver Programs 1 and 2.

11/21/2023 - Multiple FOIA Requests Regarding Allied Community Resources, Connecticut Community Care, CT Community Options Unit, Employment Options, and Goodwill: These requests sought financial data and records from 2013 to the present day.

11/21/2023 - Legal Appeal Concerning FOIA Request: Medeiros filed a formal appeal regarding the response to his FOIA request dated November 19, 2023, pertaining to Medicaid ABI Waiver Programs 1 and 2.

11/21/2023 - DSS FOIA Response to Various Requests: The DSS FOIA officer responded to the requests, stating that the Department will act in accordance with CT FOIA requirements.

11/21/2023 - Connecticut Community Care Referrals FOIA Request Update: The DSS FOIA officer provided an update and attached relevant complaint records.

11/21/2023 - Response on Directory of Qualified Providers Request: The DSS FOIA officer indicated that they do not have access to the Directory of Qualified Providers as it is maintained by Allied Community Resources.

11/23/2023 - Further Correspondence and Clarifications: Medeiros continued correspondence for clarifications and further information regarding his requests.

10/30/2023: Submission of a formal FOIA request to the DSS regarding the Medicaid Acquired Brain Injury (ABI) Waiver Programs and related referral processes. The request included various specific areas such as referral records, funding documentation, referral limitations and conditions, quality and compliance records, electronic system accountability, guidance and regulation records, and FOIA and DSS communication records from January 1, 2015, to the present date.

11/02/2023: A FOIA request was made seeking details about the State of Connecticut employees responsible for managing the email address providerfraud.dss@ct.gov, including their roles, responsibilities, and the department overseeing the operation.

11/15/2023: Another FOIA request focused on Care Managers' Consultation Services in the ABI Waiver Program. This request sought detailed information and records, including comparative analyses,

compliance reports, training materials, and consumer feedback, specifically related to ABI Waiver Program 1.

11/16/2023: A request was submitted for comprehensive information about care management and consultation services provided to consumers in ABI Waiver Program 1, emphasizing the unique practices and compliance measures differentiating these services from those in ABI Waiver Program 2.

10/23/2023: A FOIA request addressed concerns about consumer compensation within the ABI Waiver Program, specifically related to the Supported Living Group (SLG). The request pointed to potential violations of wage standards, workplace safety issues, and the exploitation of individuals with disabilities .

Responses and Follow-Ups by DSS: In response, the DSS acknowledged the requests, provided clarifications where needed, and informed about the review process and potential costs. The responses also included requests for additional clarity from the DSS and indicated that some parts of the new requests were included in previous requests.

Appeals and Further Clarifications: Subsequent communications involved appeals due to incomplete disclosures and requests for more detailed responses, especially when specific exemption citations for withholding information were not provided by the DSS. These appeals and follow-ups emphasized the need for comprehensive disclosure and transparency in the handling of these requests.

This sequence outlines a meticulous and persistent effort to obtain detailed information and clarity on various aspects of the Medicaid ABI Waiver Programs, demonstrating an ongoing engagement with the DSS to uphold the principles of transparency and accountability in public services.

Early to Mid-2022

Ongoing Communication: Throughout this period, there were continuous interactions with CT DSS, primarily centered around requests for information and clarification regarding Medicaid programs.

July 2022

July 26, 2022: A follow-up communication was sent to CT DSS regarding a FOIA request originally submitted on December 6, 2021. This indicates an ongoing effort to seek information from the previous year that had not yet been fully addressed or resolved.

August 2022

August 30, 2022: Another reminder was sent to CT DSS concerning the FOIA request dated December 6, 2021. This step was likely taken due to a lack of comprehensive response or significant delay in the response from CT DSS.

October 2022

October 6, 2022: CT DSS responded to the FOIA request from December 6, 2021, with an apology for the delay and a promise to continue working to provide the remaining requested information.

October 18, 2022: A new FOIA request was submitted. This request focused on highlighting specific concerns and challenges related to DSS practices. It signifies an escalation in the pursuit of detailed information and a possible response to ongoing issues.

October 20, 2022: Receipt of the October 18, 2022 FOIA request was acknowledged by CT DSS. This acknowledgment indicated that CT DSS had officially received the request and would process it in accordance with FOIA requirements.

Summary of 2022

The year 2022 was marked by persistent efforts to obtain detailed information and clarification from CT DSS. Despite facing delays and incomplete responses, there was a continued push for transparency and accountability, especially concerning the handling of Medicaid programs. The multiple FOIA requests and follow-ups reflect an ongoing commitment to addressing systemic issues within the Medicaid ABI Waiver and MFP programs, and advocating for the rights of individuals with disabilities.

Based on the extensive documentation from your interactions with the Connecticut Department of Social Services (CT DSS) and related Freedom of Information Act (FOIA) requests, here's a comprehensive and detailed sequence of events:

2022

Throughout 2022: Numerous FOIA requests were made to CT DSS, focusing on various aspects of Medicaid programs, including data on applications, approvals, wait times, service providers, and specific communications.

July 26, 2022: Follow-up request sent regarding the status of a FOIA request initially submitted on December 6, 2021.

August 30, 2022: A reminder sent to DSS about the FOIA request from December 6, 2021.

October 6, 2022: DSS responded to the FOIA request from December 6, 2021, promising to provide remaining information.

October 18, 2022: A new FOIA request was submitted, highlighting concerns and challenges related to DSS practices.

October 20, 2022: DSS acknowledged the receipt of the October 18, 2022 FOIA request.

2023

January 18, 2023: Follow-up on the status of the FOIA request from December 6, 2021.

February 11, 2023: Further follow-up on the status of the same FOIA request.

March 14, 2023: Another status request was sent regarding the December 6, 2021 FOIA request.

April 7, 2023: Additional follow-up for an update on the FOIA request.

September 26, 2023: A comprehensive FOIA request was made, covering communications related to the Federal Medicaid ABI Waiver Program & Money Follows the Person Program.

October 11, 2023: Inquiry about communications between CT DSS and Allied Community Resources, particularly regarding ABI Resources LLC and David Medeiros, from 2013 to present.

October 17, 2023: FOIA request focused on Project Genesis and Medicaid Connecticut ABI Waiver programs financial details from 2013 to present.

October 18, 2023: Received a response from DSS regarding the FOIA request made on October 17, 2023.

December 14, 2023: Detailed letter to Matthew S. Antonetti, Legal Director CT DSS, expressing concerns over the handling of the ABI Waiver Program and requesting clarity and transparency.

Throughout the Timeline

Multiple Appeals and Follow-ups: Due to delays in processing and incomplete responses, several appeals and follow-up communications were initiated, emphasizing the need for transparency and accountability.

Advocacy for Disability Rights: Persistent advocacy for the rights of individuals with disabilities, demanding fair treatment, and addressing systemic issues in the ABI Waiver and MFP programs.

Requests for Accessibility Accommodations: Due to your disability, you consistently requested that information be provided in an accessible electronic format.

This timeline illustrates the ongoing efforts to seek information, transparency, and accountability from CT DSS regarding the Medicaid ABI Waiver and MFP programs, while also advocating for the rights and fair treatment of individuals with disabilities.

December 14, 2023

Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver:

David Medeiros of ABI Resources reached out concerning the absence of companion authorizations for shared consumers under the Connecticut Community Care post-December 31st. This issue, highlighted by Sandata, required urgent attention to ensure continuity and quality of care.

Communication with Ronald Sturm:

Medeiros communicated with Ronald Sturm, requesting clarification and resolution of the authorization issue. He provided the names of the consumers involved to Sturm and asked for a status update from Gainwell regarding the PAs in the Gainwell system not appearing in the Sandata system.

December 15, 2023

Follow-up Communication:

Medeiros followed up for a status update, indicating the serious nature of the issue and its potential impact on service delivery.

December 18, 2023

Issue of a Consumer Not in the System:

Medeiros addressed another issue concerning a consumer (identified as MW) who was not properly integrated into the CT DSS systems. This resulted in no records being available in the Sandata EVV system for this consumer. He sought assistance from Ronald Sturm to review and rectify this matter.

Ronald Sturm responded, indicating that the issue was between Gainwell and Sandata, over which CCC (Connecticut Community Care) had no control. He also provided the PA and AVR ID details for MW.

Response to Sandata Technologies:

Medeiros was requested by Sandata Technologies to provide screenshots of authorizations from the state portal for each client, showing correct end dates, to address the issue of no authorization scheduling.

December 20, 2023

Ongoing Communication Efforts:

Throughout this period, Medeiros continued efforts to communicate with relevant parties, including CT DSS and Sandata, to resolve these issues impacting the ABI Waiver Program and its beneficiaries.

This detailed timeline provides a clear picture of the efforts made by ABI Resources to address urgent issues relating to the Acquired Brain Injury (ABI) Waiver Program, focusing on ensuring continuity and quality of care for consumers under the program.

December 14, 2023

Detailed Letter to Matthew S. Antonetti (CT DSS Legal Director):

David Medeiros, highlighting his dual role as the owner of ABI Resources and a person living with a brain injury, firmly expressed concerns over Connecticut DSS's handling of the ABI Waiver Program.

He pointed out the mischaracterization of his whistleblower grievances, the misleading nature of the department's letter, and issues of discriminatory practices, lack of transparency, and unethical behavior within the system.

Medeiros emphasized the importance of FOIA requests for transparency and accountability, addressing the department's aversion to such transparency.

He called for a comprehensive re-evaluation of the department's response and urged for a systemic change to address deep-seated problems within the ABI Waiver Program.

Urgent Issue of No Companion Authorizations Post-December 31st:

Medeiros informed Ronald Sturm about the absence of companion authorizations for shared consumers under CT Community Care, highlighting the potential disruption to care continuity and quality.

He requested detailed information on the status of these authorizations and any necessary steps to expedite the process.

Email Exchange with Ronald Sturm:

A series of emails between Medeiros and Sturm (Clinical Operations Manager, ABI PCA Waiver) discussed the specifics of the authorization issue. Medeiros provided the names of affected consumers and sought updates from Gainwell regarding the PA discrepancies in the Sandata system.

December 15, 2023

Continued Communication for Status Update:

Medeiros followed up with Ronald Sturm and Gainwell for a status update on the companion authorization issue, emphasizing its urgency and impact on service delivery.

December 18, 2023

Issue with Consumer 'MW' Not in the System:

Medeiros reached out regarding a specific consumer (MW) not appearing in the Sandata EVV system. He highlighted the issue's critical nature for accurate service delivery and requested assistance for review and rectification.

Sturm responded that the PA for MW had been active since December 6 and that the issue was a matter between Gainwell and Sandata, over which CCC had no control. He provided the relevant PA and AVR ID details for MW.

Request from Sandata Technologies for Authorization Screenshots:

Sandata Technologies requested Medeiros to provide screenshots of authorizations from the state portal for each client to address the no authorization scheduling issue. This included detailed information on member names, Medicaid IDs, service codes, and dates of service.

December 20, 2023

Ongoing Efforts for Resolutions:

During this period, Medeiros consistently communicated with various parties, including CT DSS, Sandata Technologies, and other entities, to resolve these pressing issues. His actions demonstrated a commitment to ensuring the proper operation and integrity of the ABI Waiver Program, while advocating for transparency, effective communication, and systemic improvements.

This comprehensive account underscores the extent of challenges faced and the efforts made by David Medeiros and ABI Resources to address critical issues impacting the ABI Waiver Program and its

beneficiaries. It highlights the need for systemic changes and effective communication strategies within the Connecticut Department of Social Services.

2019

October 21, 2019: ABI Resources responds to inaccuracies in a letter from the Connecticut Department of Social Services (DSS), clarifying services provided under the ABI Waiver program.

2021

December 6, 2021: ABI Resources submits a Freedom of Information Act (FOIA) request to Connecticut DSS regarding Medicaid programs.

2022

July 25, 2022: Connecticut Community Care manager orders immediate removal of ABI Resources from serving a Willington Consumer of the Medicaid ABI Waiver Program.

August 1, 2022: ABI Resources sends a formal inquiry and request for internal investigation to Connecticut Community Care Inc. regarding the July 25 incident.

October 18, 2022: Formal request sent to Connecticut DSS related to the ABI Waiver Program.

November 14, 2022: Request for an official discrimination complaint form from the Connecticut Commission on Human Rights and Opportunities.

2023

March 10, 2023: ABI Resources inquires about discrepancies in correspondence from Connecticut DSS and requests verification of information.

March 14, 2023: Follow-up on previous inquiries sent.

July 26, 2023: Follow-up on the FOIA request (dated December 6, 2021) sent to Connecticut DSS.

September 13, 2023: Request for an urgent investigation regarding ethical concerns with Connecticut Community Care's practices.

October 11, 2023: Another FOIA request sent to Connecticut DSS.

October 23, 2023: FOIA request sent regarding Connecticut Community Care referrals within the Medicaid ABI Waiver Program.

October 27, 2023: Request for complete disclosure of information under the Freedom of Information Act.

November 16, 2023: Appeal against the denial of a FOIA request (dated November 19, 2023) regarding housing and rental agreements within the Medicaid ABI Waiver Programs.

November 19, 2023: FOIA request submitted concerning housing and rental agreements within the Medicaid ABI Waiver Programs.

November 21, 2023: Formal appeal regarding the FOIA request denial filed.

These events demonstrate ABI Resources' continued efforts to address and resolve concerns related to the Medicaid ABI Waiver Program, ensuring transparency, ethical practices, and advocating for the rights and needs of ABI consumers. The company's engagement with various agencies and departments reflects a commitment to navigating bureaucratic complexities and improving healthcare service delivery.

To provide an even more detailed breakdown of the events based on the email exchanges in your document, I will outline each key communication, including the specific dates, senders, recipients, and the main points or actions requested or taken in each email:

December 14, 2023

Initial Inquiry by David Medeiros to Ronald Sturm: Medeiros raises concerns about the absence of companion authorizations post-December 31st and requests clarity on the status of these authorizations, listing specific consumer initials (EB, AJ, WL, ES, TM, AV, ZP).

Response Request from Ronald Sturm to David Medeiros: Sturm asks for the names of the concerned consumers in a secure email for further investigation.

December 15, 2023

3. Follow-Up by David Medeiros: Medeiros requests a status update on the companion authorizations issue.

December 18, 2023

4. Further Inquiry by David Medeiros: Medeiros questions whether CCC has escalated the issue to DSS and if Gainwell has been contacted.

Request from Gainwell for Client Information: Gainwell asks for Medicaid ID numbers for the clients whose initials were provided, to investigate why their Prior Authorizations (PAs) are not visible in Sandata.

December 19, 2023

6. Detailed Request for Assistance by David Medeiros to Amy Dumont and Laurie Filippini: Medeiros communicates the urgent need for companion authorizations, highlighting the impact on service delivery, and seeks guidance from CT DSS.

December 20, 2023

7. Appreciation Email from David Medeiros to Carol Siddall: Medeiros thanks Carol Siddall for her efficient handling of the issue.

December 21, 2023

8. Response from Amy Dumont to David Medeiros: Dumont acknowledges the technical issue affecting companion service authorizations and suggests a temporary workaround.

Request for Clarification from David Medeiros: Medeiros seeks detailed instructions from Amy Dumont and Laurie Filippini to resolve the issue.

Carol Siddall's Assurance: Siddall indicates she has been working on the issue and assures a resolution soon.

December 22, 2023

11. Update from Ronald Sturm to David Medeiros: Sturm provides an update on his work with DSS and Carol Siddall's involvement in addressing the issue.

Acknowledgment from David Medeiros to Ronald Sturm: Medeiros acknowledges the efforts and expresses gratitude for the collaboration in resolving the issue.

Electronic Visit Verification (EVV) Updates:

13. Comprehensive EVV System Update: The document includes detailed updates about the EVV system, covering enforcement target dates for home health claims, billing guidance, updates for Sandata Agency Management users, answers to critical questions, and various resources related to EVV.

Throughout these communications, there is a clear focus on resolving the technical issues related to companion service authorizations and ensuring continuous support for ABI Resources' consumers. The correspondence involves multiple stakeholders, including ABI Resources, CCC, CT DSS, Gainwell, and Sandata, showcasing a commitment to rapid resolution, collaboration, and maintaining the high standards of care and support.

To provide a more detailed breakdown, including specific dates from the document "1.1.2024 TIME LINE K Binder1.pdf":

December 14, 2023

Initial Contact About Authorization Issues: David Medeiros sends an email concerning the absence of companion authorizations post-December 31st for shared consumers. This action was taken as per guidance from Sandata.

December 15, 2023

Request for Status from Gainwell: Medeiros reaches out to Gainwell requesting a status update on the challenge related to companion authorizations.

December 18, 2023

Communication with CCC and Gainwell: Medeiros addresses the issue with Ronald Sturm, inquiring whether CCC has escalated the problem to DSS. Gainwell Technologies requests Medicaid ID numbers for the affected clients.

December 19, 2023

Further Inquiries and Clarifications: Medeiros seeks additional information from Sturm regarding CCC's actions. Ronald Sturm suggests that ABI Resources should communicate directly with Gainwell for a resolution.

December 20, 2023

Email to Carol Siddall: Medeiros sends an appreciative email to Carol Siddall for handling an issue efficiently.

December 21, 2023

Urgent Assistance Request to DSS: Medeiros sends an urgent email to Amy Dumont and Laurie Filippini at DSS, highlighting challenges related to companion authorizations.

Response from Amy Dumont: Dumont acknowledges the technical issue at Gainwell affecting authorizations and proposes a temporary workaround.

Concern for ABI Resources' Reputation: Medeiros writes to DSS emphasizing the need for actions to address misunderstandings affecting ABI Resources' reputation.

December 22, 2023

Acknowledgment of Collective Efforts: Medeiros sends an email acknowledging the collaborative efforts of Ronald Sturm and others in addressing the authorization issue.

Comprehensive EVV System Update: The document includes a detailed update about the EVV system, addressing enforcement dates for claims, billing guidelines, updates for Sandata Agency Management users, and FAQs.

Throughout the Document

Focus on Technical Issues: The primary concern is technical problems affecting companion service authorizations, vital for ABI Resources' service delivery.

Engagement with Key Stakeholders: Ongoing communication with entities like DSS, CCC, and Gainwell Technologies to resolve these challenges.

Reputation and Service Quality Concerns: There's a consistent focus on maintaining ABI Resources' reputation and ensuring the quality of service to consumers.

Proactive Resolution Efforts: Medeiros actively seeks solutions, demonstrating commitment to consumers and service quality.

This detailed account provides an insight into ABI Resources' proactive approach to resolving authorization issues and their dedication to maintaining service quality amidst technical challenges.

October 31, 2023

Formal Grievance Filed Against Discriminatory Practices

David Medeiros sends a detailed complaint to all pertinent departments within the state of Connecticut, highlighting discriminatory business practices in the Medicaid ABI Waiver Program, including issues with Medicaid referrals and financial inducements.

November 13, 2023

Grievance About Connecticut Medicaid ABI Waiver Program Service Plans

A formal grievance is filed concerning the Connecticut Medicaid ABI Waiver Program's Service and Intervention Plans, focusing on operational and financial implications.

November 15, 2023

Grievance on Concealment of Public Information

A complaint about the concealment of the Medicaid ABI Waiver Program Directory of Providers is lodged, impacting ABI Resources' operations and client choices.

November 16, 2023

Complaints on Unauthorized Services and Potential Kickback Schemes

ABI Resources raises issues about unauthorized care management services and unethical practices, including potential kickback arrangements within the ABI Waiver Program.

December 14, 2023

Urgent Email Regarding Companion Authorizations

An urgent email is sent to Ronald Sturm addressing the lack of companion authorizations post-December 31st for shared consumers in the Medicaid ABI Waiver.

December 15, 2023

Follow-up Email for Companion Authorization Update

A follow-up email is sent to Ronald Sturm, requesting an update on the issue of companion authorizations.

December 17, 2023

FOIA Request for Records on Disability Rights and Whistleblower Protections

A comprehensive FOIA request is submitted, seeking records related to disability rights and whistleblower protections.

December 18, 2023

Complaint of Systemic Injustice, Disability Discrimination, and Whistleblower Retaliation

A new complaint is filed addressing systemic injustice and disability discrimination, focusing on the removal and premature closure of Sandata EVV Ticket #539494 and the unauthorized alteration of ABI Resources' contact information.

December 23, 2023

Communication with Governor Ned Lamont Regarding Systemic Change

A communication is sent to Governor Ned Lamont calling for systemic change due to failures in ADA accommodation compliance, disability discrimination, and whistleblower retaliation.

December 28, 2023

Complaint for Equitable Referral Distribution in Disability Support Services

A complaint is submitted evaluating implications and solutions for equitable referral distribution within Connecticut's Disability Support Services.

These events represent a series of formal and structured attempts by David Medeiros and ABI Resources LLC to address and rectify significant concerns within the Connecticut Medicaid ABI Waiver Program. The concerns raised span from discriminatory practices in Medicaid referrals to systemic injustices and failures in upholding disability rights and whistleblower protections.

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



A.B.I. RESOURCES

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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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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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

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

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

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

Subject: RE: Solicitation of ABI Waiver Consumers by CCSNCT

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

Amy

Amy Dumont, LCSW
Interim Director/Program Manager
CT Department of Social Services
Community Options Unit
55 Farmington Avenue
Hartford CT 06105-3725
Tel: 860 424-5173

Fax: 860 424:4963
amy.dumont@ct.gov

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, May 23, 2023 12:01 PM
To: Amy Dumont <amy.dumont@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; elizabeth orejuela <Elizabeth.Orejuela@ct.gov>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>
Subject: Re: Solicitation of ABI Waiver Consumers by CCSNCT

05/23/2023

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

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

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

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

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

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

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

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

Your prompt response is highly appreciated.

All the best,

David Medeiros



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

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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-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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Act 18 U.S.C. Sec 2510-2521 and is confidential. This confidential transmission may include privileged medical, psychiatric, and/or drug treatment information intended only for the recipient(s) names above. If you are not the intended recipient, reading, disclosure, discussion, dissemination, distribution or copying of this information by anyone other than the intended recipient or their legal agent(s) is strictly prohibited. Nothing in this communication is intended to constitute a waiver of any privilege or the confidentiality of this message. If you have received this in error, please notify ABI Resources by e-mail and/or telephone at 860-942-0365, delete the original message and any copy of it from your system. Also, ABI Resources accepts no responsibility for any loss or damage from the use of this message and/or any attachments, including damage from viruses. Thank you. NOTE: Messages to or from the State of Connecticut domain may be subject to the Freedom of Information statutes and regulations. ABI-639-DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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10/31/2023

Subject: Formal Grievance Concerning Discriminatory Unfair Business Practices within the Connecticut Medicaid ABI Waiver Program

To: All pertinent departments within the state of Connecticut,

I trust this correspondence reaches you in excellent health and high spirits. My name is David Medeiros, and I am addressing you in my capacity as a concerned business owner, resident, and individual with a disability residing in the state of Connecticut. I have the honor of leading ABI Resources, a distinguished service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.

I find myself compelled to highlight and formally complain about a series of blatant and persistent inequities pertaining to discriminatory business practices occurring under the aegis of the aforementioned program. Despite my multiple, concerted efforts to engage in constructive dialogue with the Connecticut Department of Social Services, addressing these grave concerns has been met with a disconcerting lack of engagement and rectification. This situation has had a deleterious impact not only on the operations of ABI Resources but also on the well-being and quality of service accessible to the disabled individuals we are committed to serving.

Key Concerns and Grievances:

a) **Medicaid Referrals:**

b) **Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency**

a) **Medicaid Referrals:**

There is a prevailing lack of transparency and an apparent bias in the Medicaid referral processes within the ABI Waiver Program. ABI Resources, despite an unwavering commitment to excellence in service delivery, has been unfairly marginalized, resulting in an unequal and unjust distribution of referrals.

Addressing issues of transparency, bias, and unfair marginalization in Medicaid referrals, particularly within the Acquired Brain Injury (ABI) Waiver Program, is crucial to ensuring equitable access to quality healthcare services for all eligible individuals. ABI Resources and similar service providers play a vital role in supporting individuals with acquired brain injuries, and it is essential that they are treated fairly in the referral process to continue their commitment to excellence in service delivery.

Potential Steps to Address the Issue:

Increase Transparency:

Implement a transparent referral process where criteria for referrals are clearly defined and made publicly available.

Establish a monitoring system to track and publish referral data, including the number of referrals made to each service provider and the reasons for referral decisions.

Conduct an Independent Audit:

Hire an independent entity to conduct a thorough review of the Medicaid referral processes within the ABI Waiver Program to identify any biases or unfair practices.

The audit should also evaluate the performance and quality of services provided by ABI Resources and other service providers to ensure that referrals are based on merit and the ability to meet the needs of individuals with acquired brain injuries.

Implement a Fair and Equitable Referral System:

Develop a standardized and objective referral system that ensures all service providers are evaluated based on the same criteria.

Consider incorporating a randomized component to the referral process to prevent bias and ensure a fair distribution of referrals.

Engage Stakeholders:

Create a platform for open dialogue between Medicaid officials, service providers, individuals with acquired brain injuries, and their families to discuss concerns related to the referral process.

Use feedback from stakeholders to continuously improve the referral system and address any emerging issues.

Provide Training and Education:

Offer training to Medicaid officials and other stakeholders involved in the referral process to raise awareness about potential biases and the importance of a fair and equitable system.

Educate service providers about the referral process, criteria for referrals, and steps they can take if they believe they have been treated unfairly.

Establish a Complaint and Appeal Process:

Create a clear and accessible complaint and appeal process for service providers who believe they have been unfairly marginalized in the referral process.

Ensure that complaints are thoroughly investigated and that corrective action is taken when warranted.

Promote Accountability:

Hold Medicaid officials and other stakeholders accountable for ensuring a fair and transparent referral process.

Implement consequences for individuals or entities found to be engaging in biased or unfair practices.

Regularly Review and Update Policies:

Conduct regular reviews of referral policies and procedures to ensure they remain up-to-date, fair, and transparent.

Update policies as needed to address any identified issues and to adapt to changing needs and circumstances.

Addressing the issues of transparency, bias, and unfair marginalization in Medicaid referrals within the ABI Waiver Program is essential to ensuring that all eligible individuals have equal access to high-quality services. It is imperative that service providers like ABI Resources are treated fairly and equitably in the referral process to uphold the integrity of the healthcare system and to foster trust among all stakeholders. Implementing the above steps could contribute significantly to creating a more transparent, fair, and equitable referral system, ultimately benefiting individuals with acquired brain injuries and the service providers dedicated to supporting them.

b) Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency

Provider: A Medicaid service agency provider is offering financial incentives to consumers, leading to an imbalance in the competitive landscape. This kind of practice can indeed raise serious ethical, legal, and fairness concerns.

Ethical Concerns:

Conflicts of Interest: Financial incentives could create a conflict of interest, where the provider's financial gain takes precedence over the best interests of the consumer.

Bias and Unfairness: It could lead to bias in referrals, favoring certain providers over others irrespective of the quality of services they offer.

Erosion of Trust: Such practices can erode trust in the Medicaid system and healthcare providers, as consumers may question the motives behind the services they are being referred to.

Legal Concerns:

Violation of Anti-Kickback Statutes: Providing inducements to influence the referral of services covered by Medicaid can violate anti-kickback statutes, potentially leading to legal actions and penalties.

False Claims Act Violations: If such inducements lead to fraudulent billing or claims, it could result in violations of the False Claims Act.

Non-Compliance with Medicaid Regulations: Medicaid has strict guidelines and regulations to ensure fairness and prevent fraud, and engaging in such practices can result in non-compliance and potential debarment from the program.

Lack of Responsiveness to Complaints and Reports: Our persistent complaints and reports, meticulously documenting these issues, have been met with apathy. There is an alarming deficit in the investigation, redressal, and accountability mechanisms within the system.

Adverse Impacts on ABI Resources:

Financial Duress: The discriminatory practices and referral shortages have placed ABI Resources under significant financial duress, compromising our ability to maintain operational viability and deliver superior services to our clients.

Reputational Harm: The state's nonintervention and perceived partiality have led to an erosion of our reputation. This has resulted in ABI Resources being unjustly perceived as a less favorable service provider, regardless of our commitment to quality and excellence.

Demoralization of Workforce: The protracted nature of these issues has led to a pervasive sense of demoralization among our staff and stakeholders, adversely impacting the morale and efficacy of our organizational operations.

Addressing the Issue:

Regulatory Oversight: There should be strict oversight and monitoring by regulatory bodies to ensure that all Medicaid service agency providers are complying with laws and regulations.

Transparency: Increasing transparency in the referral process can help in ensuring that referrals are made based on the quality of services rather than financial incentives.

Whistleblower Protections: Encouraging whistleblowing and providing protections for whistleblowers can help in uncovering and addressing such unethical practices.

Penalties and Sanctions: Implementing strict penalties and sanctions for those found guilty of engaging in such practices can act as a deterrent.

Public Awareness: Educating consumers about the potential for such conflicts of interest and providing them with information on how to report suspicious activities can empower them to make informed decisions.

Addressing this issue is crucial for maintaining the integrity of the Medicaid program, ensuring that consumers receive the best possible care, and fostering a competitive and fair marketplace for healthcare services.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a

comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Sincerely,

David Medeiros

Best regards,

David Medeiros

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



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11/16/2023

Subject: Formal Complaint and Request for Immediate Clarification on
Unauthorized Care Management Consultation Services in ABI Waiver Program 1.

To: All pertinent departments within the state of Connecticut,

Connecticut Department of Social Services and Relevant Oversight Bodies

I am writing on behalf of ABI Resources to express grave concerns and urgently seek detailed clarification on practices we have observed within the Medicaid Acquired Brain Injury (ABI) Waiver Program, particularly in ABI Waiver Program 1. Our complaint specifically focuses on what appears to be an unauthorized provision of care management consultation services in Program 1, a practice traditionally and explicitly designated for Program 2 under existing guidelines. This letter outlines our observations, the potential negative impacts on our business operations and our consumers, and our urgent requests for resolution

Key concerns and grievances:

1. Unauthorized Consultation Services: The core of our concern lies in the apparent provision of care management consultation services to consumers in ABI Waiver Program 1. This practice is not authorized under the current program guidelines and represents a significant breach of protocol,



raising serious concerns about compliance and oversight within the program.

2. Lack of Clarity and Transparency in Program Administration: The sudden and unexplained introduction of these services in Program 1 has created an atmosphere of confusion and uncertainty. We seek immediate and detailed clarification from the Department on whether there have been any recent changes to the scope or administration of ABI Waiver Program 1 that would authorize such services.
3. Improper Recommendations for Program Transitions: Additionally, we have noted instances where care managers are inappropriately advising Program 1 consumers to transition to Program 2. This advice, given without proper authority or assessment, potentially disrupts the tailored care plans crucial for the recovery of individuals with acquired brain injuries.

In-Depth Analysis of Impact on ABI Resources and Consumers:

1. Operational and Strategic Challenges: The introduction of potentially unauthorized services has disrupted our strategic planning and operational execution. It has forced us to reevaluate our service delivery models and resource allocation, potentially leading to inefficiencies and diminished care quality.
2. Risk to Consumer Trust and Quality of Care: The ambiguity surrounding these services risks damaging the trust that consumers and their families have in the system. It raises concerns about the appropriateness of care

provided, which is essential for effective recovery and rehabilitation in ABI cases.

3. Market Imbalance and Competitive Disadvantage: This situation creates an unfair market environment. Providers adhering to the guidelines may be at a disadvantage compared to those who are offering these additional, potentially unauthorized services. This not only affects our competitive position but also skews the overall market dynamics in ABI care services.

Specific Requests for Resolution and Enhanced Transparency:

1. Comprehensive Investigation and Clear Communication: We request an immediate, comprehensive investigation into the provision of care management consultation services in ABI Waiver Program 1, accompanied by clear communication on any policy adjustments.
2. Immediate Enforcement of Compliance: We urge the prompt enforcement of existing program guidelines and the cessation of any unauthorized practices.
3. Proactive Support and Guidance for All Stakeholders: We advocate for the development of support and guidance initiatives for both service providers and consumers to navigate these changes effectively, ensuring everyone is fully informed about their rights and the services available.
4. Corrective Measures for Non-Compliance: Implementation of corrective actions, including disciplinary measures, against entities found in violation of program rules, to maintain the integrity and effectiveness of the program.

Conclusion:

ABI Resources is deeply committed to providing high-quality care within the ABI Waiver Program framework. The current situation, marked by potential unauthorized practices, poses significant challenges to our operations and the well-being of our consumers. We trust that the Connecticut Department of Social Services and relevant oversight bodies will address these issues with the urgency and thoroughness they demand, ensuring the program's integrity and efficacy. We look forward to a swift, detailed, and transparent response to this critical issue.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

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Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,

David Medeiros

David Medeiros

ABI Resources , CEO, Director, Team Member

ABI Resources





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11/16/2023

Subject: Formal Complaint Regarding Unethical Practices and Possible Kickback Schemes in ABI Waiver Program.

To: All pertinent departments within the state of Connecticut,

I am David Medeiros from ABI Resources, and I present this document to voice our serious concerns about certain activities within the Medicaid Acquired Brain Injury (ABI) Waiver program. These activities, which appear to breach ethical standards and potentially violate Medicaid regulations, require immediate scrutiny and action.

Examination of the ABI Waiver Program's Framework:

The ABI Waiver Program, established under sections 17b-260a-1 to 17b-260a-17 of the Connecticut State Agencies regulations, is designed to offer nonmedical, home, and community-based services to eligible individuals with an ABI. This program emphasizes the need for cost-effective services, personalized care, and adherence to strict qualifications for providers, ensuring that the services provided meet the highest ethical and professional standards.

Conflicts Arising from Service Provision:

Dual Service Conflict:

In the context of the ABI Waiver Program, a significant conflict has emerged due to an agency providing both Clinical Behavioral Therapy (CBT) and daily non-medical services to the same group of consumers. This situation raises several concerns:

Therapeutic Recommendations Overlapping with Financial Interests:

There is an apparent alignment of therapeutic recommendations with the agency's financial interests. The agency uses the platform of CBT sessions to recommend additional non-medical services that it also provides. This practice suggests a dual benefit for the agency, where it gains financially from both therapy sessions and the subsequent non-medical services.

Influence on Consumer Choice:

The dual role of the agency potentially influences consumer choice, where therapeutic sessions, which should be neutral and solely in the interest of the Consumer's health, may be used to steer consumers towards additional services provided by the same agency. This situation can lead to biased recommendations that may not always be in the best interest of the consumer.

Cycle of Service Provision and Financial Gain:

There is a creation of a cycle wherein the agency, through its provision of CBT, identifies or creates a need for additional services, fulfills these needs through its non-medical services arm, and consequently benefits financially. This cycle raises questions about the objectivity of the service recommendations and the potential for unnecessary or excessive services being provided.

Potential for Overutilization of Services:

This overlap in services could lead to overutilization, where consumers receive more services than are necessary, leading to increased costs for the Medicaid program.

Ethical Implications:

The practice blurs the lines between therapeutic need and financial gain, potentially compromising the ethical standards expected in healthcare and social service provision.

These concerns necessitate a thorough examination to ensure that services provided under the ABI Waiver Program are free from conflicts of interest, maintain the highest ethical standards, and truly serve the best interests of the consumers.

Manipulative Consumer Steering and Personnel Poaching:

Directing Consumer Choices:

The conduct of the agency's Clinical Behavioral Therapy (CBT) providers has raised significant concerns regarding the manipulation of Consumer choices. This issue manifests in several ways:

Targeted Referrals:

CBT providers are reportedly channeling consumers towards the agency's own non-medical services. This practice goes beyond the realm of impartial medical advice, as it systematically directs consumers to services that benefit the agency financially, rather than based on the unbiased assessment of Consumer needs.

Influence on Consumer Decision-Making:

This approach potentially undermines the autonomy of consumers in making informed decisions about their care. By directing consumers towards specific services, there's a risk that consumers are being provided a narrowed view of available options, influenced more by the agency's financial interests than by Consumer welfare.

Questionable Ethical Practices:

The behavior of these CBT providers raises ethical questions, particularly regarding the integrity of their recommendations. It potentially violates the principle of acting in the best interests of the Consumer, a cornerstone of healthcare and therapeutic professions.

Unfair Competitive Tactics:

The agency's practices extend beyond Consumer manipulation, affecting the broader operational dynamics within the industry:

Staff Poaching:

Reports indicate that the agency has engaged in poaching staff from other providers. This action not only disrupts the operations of other agencies but also indicates a strategic approach to weaken competition and consolidate the agency's position in the market.

Disruption of Industry Standards:

Such tactics contribute to an uneven playing field, where ethical providers adhering to fair hiring practices are disadvantaged. This behavior can lead to a destabilization of the market, with one agency gaining undue advantage and influence.

Impact on Service Quality:

The poaching of staff may lead to a shortage of skilled professionals in other agencies, potentially affecting the quality of care and services provided to consumers across the industry.

These practices of manipulative Consumer steering and personnel poaching call for an in-depth review to ensure that the ABI Waiver Program operates in a fair, ethical, and competitive environment, where Consumer welfare and industry standards are upheld.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, Clinical Behavioral Therapy (CBT) professionals, and care management consultants reveal possible mechanisms of kickback arrangements. This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where CBT professionals and care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that CBT professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the

integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing and service utilization, where Consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.

The existence of these indicators necessitates a thorough investigation to ascertain the presence of kickback arrangements and to evaluate their impact on the Medicaid program's ethical standards and financial integrity. It is imperative to ensure that all practices within the ABI Waiver Program align with legal and ethical guidelines, safeguarding the program's integrity and the wellbeing of its beneficiaries.

Impact on ABI Resources:

Revenue Reduction

Consumer Diversion Impact:

ABI Resources has experienced a significant downturn in revenue, which can be directly attributed to the diversion of consumers towards the agency in question. This diversion likely results from the alleged unethical steering and manipulative practices, leading to a reduced Consumer base for ABI Resources.

Financial Viability Threatened:

The reduction in revenue poses a threat to the financial viability and sustainability of ABI Resources, impacting our ability to provide quality care and services to our consumers.

Operational Cost Surge:

Increased Marketing Expenditures: In an effort to counteract the loss of consumers and to rebuild our Consumer base, ABI Resources has had to significantly increase our investment in marketing. These additional expenses are necessary to communicate our commitment to ethical practices and quality care to the community.

Legal and Consultation Fees:

Addressing these unethical practices and exploring legal avenues for recourse has led to increased spending on legal consultations and related services. These expenditures are essential for navigating the complexities of the situation and seeking justice, but they also divert resources from other operational areas.

Consumer Relationship Erosion:

Loss of Trust and Business: The most profound impact has been on our established Consumer relationships. The manipulative practices of the agency in question have led to a loss of trust among our consumers, as they are steered away from ABI Resources. This erosion of trust is deeply concerning, as it undermines the long-standing relationships we have built based on care, integrity, and ethical service provision.

Reputation Damage:

The wider implications of these practices in the industry have led to a tarnished reputation, not just for the agency in question, but for service providers in general, including ABI Resources. Restoring our reputation in the wake of these events is a significant challenge, requiring substantial effort and resources.

The cumulative effect of these impacts on ABI Resources is profound, affecting not just our financial stability but also our reputation and, most importantly, our ability to serve our consumers effectively. It is imperative that these issues are addressed comprehensively to restore the integrity of service provision within the ABI Waiver Program and to protect agencies like ours that are committed to ethical practices.

Formal Requests Thorough Examination and Compliance Review:

Comprehensive Investigation:

We formally request a complete and thorough examination of the outlined practices. This investigation should encompass all entities involved, including the service provider, CBT professionals, and care management consultants.

Medicaid Compliance Review:

A detailed review of Medicaid compliance is crucial to determine if these practices violate Medicaid regulations and standards.

Application of Corrective and Disciplinary Measures:

Immediate Corrective Action: Upon confirmation of these practices, we strongly advocate for swift implementation of corrective measures to address and rectify the identified issues.

Disciplinary Proceedings:

We also call for appropriate disciplinary actions against any parties found to be complicit in these unethical practices, in accordance with legal and regulatory guidelines.

Review and Revision of Policies and Oversight:

Policy Overhaul:

A comprehensive review and subsequent revision of existing policies within the ABI Waiver Program is necessary. This review should focus on closing loopholes that allow for such unethical practices and ensuring robust safeguards against future violations.

Enhanced Oversight Mechanisms:

We propose the establishment or enhancement of oversight mechanisms within the ABI Waiver Program to ensure ongoing compliance with ethical and legal standards.

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

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Connecticut Attorney General's Office

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We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

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Best regards,

David Medeiros

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ABI Resources , CEO, Director, Team Member

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11/20/2023

Subject Complaint and Request for Clarity Regarding Rental Agreements in the Medicaid ABI Waiver Program 1 and 2.

To: All pertinent departments within the state of Connecticut,

As a stakeholder in the Medicaid Acquired Brain Injury (ABI) Waiver Program, we, David Medeiros and ABI Resources, wish to raise a serious concern and request clarity regarding a critical issue impacting consumers and service providers within the program.

Key Grievance and Request:

We have observed a growing trend where consumers of the ABI Waiver Program are being locked into rental agreements with agency service providers or their business partners. These arrangements appear to significantly restrict consumer choice and freedom, creating a monopolistic environment detrimental to both consumers and independent service providers like ABI Resources.

Concerns:

Restricted Consumer Choice: Consumers are often coerced into staying with a particular agency due to fears of losing their housing, and belongings, or causing

inconvenience to roommates. This undermines the fundamental principle of consumer choice and control in the ABI Waiver Program.

Fear of Repercussions:

Many consumers feel trapped, unable to voice concerns about neglect or abuse due to the fear of losing their housing or facing other retaliatory actions.

Isolation from Advocacy and Assistance:

These rental agreements may isolate consumers from external resources and advocacy groups, further reducing their ability to seek help or change service providers.

Monopolistic Practices:

Such arrangements foster a monopolistic marketplace, hindering the ability of independent providers like ABI Resources to compete fairly and offer services to consumers.

Financial Concerns:

These rental agreements often involve dual payments - for waiver program services and rent - potentially leading to financial improprieties, especially when both payments are sourced from state or federal funding.

Request for Action:

Investigation into Legal and Ethical Violations:

We request a thorough investigation into these practices for potential violations of consumer rights, anti-trust laws, and Medicaid regulations.

Transparency and Regulatory Oversight:

There is a need for greater transparency and oversight in how rental agreements are managed within the ABI Waiver Program to ensure they do not conflict with program objectives or consumer rights.

Guidance and Policy Review:

We seek clear guidance on acceptable practices regarding rental agreements and the integration of housing with service provision.

Support for Affected Service Providers:

We request consideration of the adverse impact these practices have on service providers like ABI Resources, who strive to offer competitive and consumer-focused services.

Your prompt attention to this matter is crucial for maintaining the integrity of the ABI Waiver Program and the well-being of its consumers.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, and care management consultants reveal possible mechanisms of kickback arrangements.

This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing, service utilization, and rental arrangements where consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.

The existence of these indicators necessitates a thorough investigation to ascertain the presence of kickback arrangements and to evaluate their impact on the Medicaid program's ethical standards and financial integrity. It is imperative to ensure that all practices within the ABI Waiver Program align with legal and ethical guidelines, safeguarding the program's integrity and the wellbeing of its beneficiaries.

Impact on ABI Resources:

Revenue Reduction

Consumer Diversion Impact:

ABI Resources has experienced a significant downturn in revenue, which can be directly attributed to the diversion of consumers towards the agencies in question. This diversion likely results from the alleged unethical steering and manipulative practices, leading to a reduced Consumer base for ABI Resources.

Financial Viability Threatened:

The reduction in revenue poses a threat to the financial viability and sustainability of ABI Resources, impacting our ability to provide quality care and services to our consumers.

Operational Cost Surge:

Increased Marketing Expenditures:

In an effort to counteract the loss of consumers and to rebuild our Consumer base, ABI Resources has had to significantly increase our investment in

marketing. These additional expenses are necessary to communicate our commitment to ethical practices and quality care to the community.

Legal and Consultation Fees:

Addressing these unethical practices and exploring legal avenues for recourse has led to increased spending on legal consultations and related services. These expenditures are essential for navigating the complexities of the situation and seeking justice, but they also divert resources from other operational areas.

Consumer Relationship Erosion:

Loss of Trust and Business:

The most profound impact has been on our established Consumer relationships. The manipulative practices of the agency in question have led to a loss of trust among our consumers, as they are steered away from ABI Resources. This erosion of trust is deeply concerning, as it undermines the long-standing relationships we have built based on care, integrity, and ethical service provision.

Reputation Damage:

The wider implications of these practices in the industry have led to a tarnished reputation, not just for the agency in question, but for service providers in general, including ABI Resources. Restoring our reputation in the wake of these events is a significant challenge, requiring substantial effort and resources.

The cumulative effect of these impacts on ABI Resources is profound, affecting not just our financial stability but also our reputation and, most importantly, our ability to serve our consumers effectively. It is imperative that these issues are addressed comprehensively to restore the integrity of service provision within the

ABI Waiver Program and to protect agencies like ours that are committed to ethical practices.

Formal Requests Thorough Examination and Compliance Review:

Comprehensive Investigation:

We formally request a complete and thorough examination of the outlined practices. This investigation should encompass all entities involved, including the agency service provider and care management consultants.

Medicaid Compliance Review:

A detailed review of Medicaid compliance is crucial to determine if these practices violate Medicaid regulations and standards.

Review and Revision of Policies and Oversight:

Policy Overhaul:

A comprehensive review and subsequent revision of existing policies within the ABI Waiver Program is necessary. This review should focus on closing loopholes that allow for such unethical practices and ensuring robust safeguards against future violations.

Enhanced Oversight Mechanisms:

We propose the establishment or enhancement of oversight mechanisms within the ABI Waiver Program to ensure ongoing compliance with ethical and legal standards.

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications

have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,

David Medeiros

David Medeiros

ABI Resources, CEO, Director, Team Member



Re: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

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

Fri 12/15/2023 11:54 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; CTEVV@Gainwellgechnologies.com <CTEVV@Gainwellgechnologies.com>

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

Would Gainwell please provide a status update?

Best regards,
David Medeiros
ABI Resources



From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Sent: Thursday, December 14, 2023 3:37 PM

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

Subject: RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Hi David,

For the consumers who are of concern here, you can reach out to CTEVV@Gainwellgechnologies.com to find out why the PAs in the Gainwell system are not in the Sandata system.

Thank you,

Ron

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

Sent: Thursday, December 14, 2023 11:21 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Subject: Re: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

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).

Document attached

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David Medeiros
ABI Resources



From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Sent: Thursday, December 14, 2023 10:57 AM

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

Subject: RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Could you provide me their names in a secure email?

Thank you,

Ron

Ronald Sturm, LMSW, MS, CBIS
Manager, Clinical Operations, ABI, PCA waiver
43 Enterprise Dr, Bristol, CT 06010-7472
860-257-1503 x4105

WWW.CTCOMMUNITYCARE.ORG

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Sent: Thursday, December 14, 2023 10:56 AM

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Consumers;

- EB
- AJ
- WL
- ES
- TM
- AV
- ZP

Best regards,
David Medeiros
ABI Resources



From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Sent: Thursday, December 14, 2023 10:35 AM

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

Subject: RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Good morning,

Could you please inform on who the clients are?

Thank you,

Ron

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Manager, Clinical Operations, ABI, PCA waiver
43 Enterprise Dr, Bristol, CT 06010-7472
860-257-1503 x4105
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Subject: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Importance: High

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12.14.2023

Subject: Urgent: No Companion Authorizations Post-December 31st for shared consumers Medicaid ABI Waiver

Hello Ron,

I am reaching out concerning an important matter related to our shared consumers under CT Community Care.

It has come to our attention that there are no companion authorizations in place for these individuals after December 31st. This situation has been highlighted by Sandata, and as per their guidance, I am contacting you to seek clarity and a resolution.

The absence of these authorizations post the specified date could potentially disrupt the continuity and quality of care that we jointly strive to provide. Therefore, it is imperative that we address this matter promptly to ensure that our consumers continue to receive the necessary support without any hindrance.

Could you please provide us with detailed information regarding the status of these authorizations? Additionally, any steps that need to be taken from our end to expedite this process would be greatly appreciated.

12/15/23, 12:01 PM

Mail - ABI RESOURCES 860 942-0365 - Outlook

Understanding the critical nature of this issue, we are looking forward to your prompt response. Your assistance in this matter is crucial in helping us continue to provide exemplary care to our shared consumers.

Thank you in advance for your attention to this urgent matter.

Best regards,
David Medeiros
ABI Resources



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Thank you in advance for your attention to this urgent matter.

Best regards,
David Medeiros

ABI Resources



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>

Date: 12/15/2023

Office for Civil Rights

U.S. Department of Health & Human Services

200 Independence Avenue, S.W.

Room 509F, HHS Building

Washington, D.C. 20201

Complaint and Request for Federal Intervention and Support in Addressing Misconduct and Ensuring Accommodations for Self-Advocacy and Protection from Whistleblower Retaliations.

Dear Office for Civil Rights,

I am writing to lodge a formal complaint against Matthew S. Antonetti of the Connecticut Department of Social Services regarding his correspondence dated December 13, 2023. As a brain injury survivor and the founder of A.B.I. Resources LLC, I have faced significant challenges in advocating for myself, my business and the disabled population we serve. Mr. Antonetti's letter contains misleading, inaccurate, non-accommodating and intimidating statements that undermine my efforts and rights as a person living with a brain injury and as a whistleblower.

I request your assistance in ensuring fair treatment and accommodations, which are crucial for my effective communication and participation in these matters.

Additionally, I seek guidance and support from the federal government to uphold my rights to self-advocate, both as an individual with a disability, a whistleblower, and as a business owner.



It is imperative that government entities respect and facilitate the participation of individuals like me in matters affecting our lives and businesses. I am committed to advocating for transparency and accountability, and I believe the federal government's intervention is crucial in rectifying the current situation.

Thank you for your attention to this matter.

Best regards,

David Medeiros

David Medeiros

ABI Resources, CEO, Director, Team Member
Medicaid ABI Waiver Program Support Provider.





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>

Date: 12/18/2023

Connecticut Department of Social Services

Office of the Commissioner Andrea Barton Reeves

Connecticut Department of Commission on Human Rights and Opportunities.

And all Pertinent Departments with Connecticut gov.

Subject: New Complaint Addressing Systemic Injustice: Disability Discrimination and Whistleblower Retaliation Complaint.

I am writing to formally file a complaint of continued disability discrimination and whistleblower retaliation against myself, David Medeiros, and ABI Resources by the Connecticut Department of Social Services (DSS) and their systems.

1. Removal and premature closure of Sandata EVV Ticket #539494.

The recent incident involving the removal and premature closure of Sandata EVV Ticket #539494, without notification or consent, is a glaring example of this ongoing issue. This complaint, crucial to the operation and integrity of ABI Resources, was dismissed and marked as resolved, contrary to the actual unresolved status. This act not only undermines the trust and communication essential for our operations but also reflects a disturbing pattern of disregard for the rights and voices of those advocating for disability support services.

As you are aware there's a widespread problem related to the stop of companion authorizations within the Connecticut Departments of Social Services systems for consumers under the Medicaid ABI Waiver program

after December 31st, 2023 serviced by ABI Resources.

This situation may lead to a disruption in necessary support services for many Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program consumers.

2. Unauthorized alteration of ABI Resources' contact information.

Furthermore, the recent unauthorized alteration of ABI Resources' contact information in Sandata's system, which was only rectified after our proactive inquiry today, suggests a deliberate attempt to hinder our ability to receive critical information and engage in necessary advocacy. This action, coupled with the previous complaint's dismissal, points to a systemic issue of discrimination and retaliation that must be addressed immediately.

As a brain injury survivor, I find these actions by the Connecticut DSS not only professionally concerning but also personally disheartening. They represent a breach of trust, a violation of whistleblower protections, and a disregard for the rights of individuals with disabilities.

The Connecticut Department of Social Services must fix this wrongdoing now and protect and ensure the rights of people living with brain injuries and consumers of the Medicaid ABI Waiver Program.

I request a thorough and transparent investigation into these actions and insist on the implementation of measures to prevent recurrence. I also seek assurance that ABI Resources and I will not face further discriminatory practices or retaliatory actions for our advocacy and whistleblower activities.

I expect a prompt and constructive response to this complaint, along with a commitment to upholding the principles of fairness, transparency, and respect for the rights of all individuals, especially those with disabilities.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid ABI Waiver Program Support Provider.



12/18/23, 9:46 AM

Mail - ABI RESOURCES 860 942-0365 - Outlook

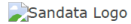
Re: CT DSS: No Authorization Scheduling-ABI RESOURCES 4103-Ticket 539494 ID: 539494 Account: [Sandata Technologies]

Lupson Pasteur (Sandata Technologies) <support@sandata.zendesk.com>

Mon 12/18/2023 9:15 AM

To: David Medeiros <aabiwr@live.com>

- Please type your reply above this line -##



PLEASE DO NOT FORWARD THIS EMAIL! Do not reply to this email unless it pertains to the issue referenced in this email.

Your request (539494) has been updated:

Lupson Pasteur (Sandata Technologies)

Dec 18, 2023, 9:15 AM EST

Heather and David,

I hope all is well. Please send me a screenshot of the authorization that shows in the state portal for each client showing the correct end date.

- Member Name:
- Member Medicaid ID:
- **ClientOtherID (Required in order to escalate):**
- Agency's AVRS ID Number:
- What Payor? Ct Medicaid Clinical/non clinical, MHW, Etc
- Member Authorization Number:
- Name of service code(s) missing:
- How many units/hours/visits:
- Dates of service(s) missing:
- Date Authorization Uploaded (Determination Date column in DSS Portal):
- Agency Confirmed Member in DSS Portal (Y/N):
- Client Eligibility in Portal- Agency should provide Verification Number in the Eligibility Verification Response field in portal:
- DSS Portal Status Column Reflects Approved or Auto-Approved (Y/N):
- Member Checked in EVV by Customer Care Agent (Y/N):

Thanks,

Check out Sandata on Demand (with the link below), your 24/7 resource to all things Sandata support! Review release notes, how to videos and other tips for using our software.

<https://sandata.zendesk.com/hc/en-us>

Lupson Pasteur

Specialist, Support-Tier 2

Sandata Technologies

[270 Duffy Avenue, Unit 266A, Hicksville, NY 11801](#)

Lupson Pasteur (Sandata Technologies)

Samantha Brown (Sandata Technologies)

Dec 14, 2023, 10:53AM EST

Thank you for contacting Sandata Customer Support today Heather.

We appreciate you taking the time to speak with us to resolve your issue with no authorization scheduling ticket [#539494](#).

- **Actions Taken**

- I advised Heather of why she was getting the authorization error when scheduling.

- **Next Steps**

- Heather should reach out to the case managers of the clients about the authorizations.

If you should have any additional issues or questions, please do not hesitate to reply back to this ticket!

Did you know that you can manage your tickets online and search for answers in real time? Visit us on Sandata on Demand at [Sandata.zendesk.com](https://sandata.zendesk.com) at any time for information about our products and answers to many of your questions. You can even submit your question right there on that site 24 hours a day.

You will receive a two-question satisfaction survey from Sandata in the next few hours. We hope that you will take a couple of minutes to let us know how we did today and what we can do to serve you even better in the future.

Thank you again and have a wonderful day!

-Sandata Customer Support

Samantha Brown

Tier I Support Specialist

Sandata Technologies

[270 Duffy Avenue, Unit 266A, Hicksville, NY 11801](#)

Please reach out to your designated Customer Care email group or your designated phone number if you have any questions or concerns.

Sincerely,

<https://outlook.live.com/mail/0/inbox/id/AQQkADAwATNiZmYAZC1hNTUAOC0wYjQ3LTAwAi0wMAoAEADi9Soz3yZhTqAamdViojif>

2/3

Re: CT DSS: No Authorization Scheduling-ABI RESOURCES 4103-Ticket 539494 ID: 539494 Account: [Sandata Technologies]

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Mon 12/18/2023 9:15 AM

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Lupson Pasteur

Specialist, Support-Tier 2

Sandata Technologies

[270 Duffy Avenue, Unit 266A, Hicksville, NY 11801](#)

Lupson Pasteur (Sandata Technologies)

Dec 18, 2023, 9:13 AM EST

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12/18/23, 9:46 AM

Mail - ABI RESOURCES 860 942-0365 - Outlook

Sandata Customer Support Team

Did you know that you can manage your tickets online and search for answers real time? Visit Sandata on Demand at <https://sandata.zendesk.com>. Jump right into helpful resources and support for home care, I/DD, and State EVV programs. Check it out now!

REMEMBER: If you are sending any attachments, screen shots, documents that may contain PHI/PII please be sure to encrypt this content. If you are unable to encrypt through your email system, we recommend submitting through our Sandata portal at Sandata.zendesk.com or uploading to our secure SendSafely site at: <https://sandata.sendsafely.com/dropzone/sendsafely/539494>

This email is a service from Sandata Technologies.

Re: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

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

Fri 12/15/2023 11:54 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; CTEVV@Gainwellgechnologies.com <CTEVV@Gainwellgechnologies.com>

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

Would Gainwell please provide a status update?

Best regards,
David Medeiros
ABI Resources



From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Sent: Thursday, December 14, 2023 3:37 PM

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

Subject: RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Hi David,

For the consumers who are of concern here, you can reach out to CTEVV@Gainwellgechnologies.com to find out why the PAs in the Gainwell system are not in the Sandata system.

Thank you,

Ron

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

Sent: Thursday, December 14, 2023 11:21 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Subject: Re: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

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).

Document attached

Best regards,
David Medeiros
ABI Resources



From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Sent: Thursday, December 14, 2023 10:57 AM

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

Subject: RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Could you provide me their names in a secure email?

Thank you,

Ron

Ronald Sturm, LMSW, MS, CBIS
Manager, Clinical Operations, ABI, PCA waiver
43 Enterprise Dr, Bristol, CT 06010-7472
860-257-1503 x4105

WWW.CTCOMMUNITYCARE.ORG

[FOLLOW US ON FACEBOOK](#)



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

Sent: Thursday, December 14, 2023 10:56 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Subject: Re: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

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Consumers;

- EB
- AJ
- WL
- ES
- TM
- AV
- ZP

Best regards,
David Medeiros
ABI Resources



From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Sent: Thursday, December 14, 2023 10:35 AM

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

Subject: RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Good morning,

Could you please inform on who the clients are?

Thank you,

Ron

Ronald Sturm, LMSW, MS, CBIS
Manager, Clinical Operations, ABI, PCA waiver
43 Enterprise Dr, Bristol, CT 06010-7472
860-257-1503 x4105
WWW.CTCOMMUNITYCARE.ORG
[FOLLOW US ON FACEBOOK](#)



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

Sent: Thursday, December 14, 2023 10:33 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Subject: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

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).

12.14.2023

Subject: Urgent: No Companion Authorizations Post-December 31st for shared consumers Medicaid ABI Waiver

Hello Ron,

I am reaching out concerning an important matter related to our shared consumers under CT Community Care.

It has come to our attention that there are no companion authorizations in place for these individuals after December 31st. This situation has been highlighted by Sandata, and as per their guidance, I am contacting you to seek clarity and a resolution.

The absence of these authorizations post the specified date could potentially disrupt the continuity and quality of care that we jointly strive to provide. Therefore, it is imperative that we address this matter promptly to ensure that our consumers continue to receive the necessary support without any hindrance.

Could you please provide us with detailed information regarding the status of these authorizations? Additionally, any steps that need to be taken from our end to expedite this process would be greatly appreciated.

12/15/23, 12:01 PM

Mail - ABI RESOURCES 860 942-0365 - Outlook

Understanding the critical nature of this issue, we are looking forward to your prompt response. Your assistance in this matter is crucial in helping us continue to provide exemplary care to our shared consumers.

Thank you in advance for your attention to this urgent matter.

Best regards,
David Medeiros
ABI Resources





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>

Date: 12/17/2023

Dear FOIA Officer,

I am writing under the Freedom of Information Act (5 U.S.C. 552) to request access to and copies of all detailed records of communications and interactions between various state and federal officials, including but not limited to all records, reports, documents, and communications concerning but not limited to:

Disability civil rights grievances, complaints, whistleblower complaints or retaliation, and resolution outcomes, Medicaid federal funding, and FOIA freedom of information requests both state and federal, as well as tips and watchdog submissions reports.

- The legal case of David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220.'
- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by:

David Medeiros and ABI Resources LLC

Date: November 21, 2023

ABI Resources LLC

39 Kings Hwy STE C

Gales Ferry, CT. 06226

860 942-0365

These records are crucial for understanding the dynamics of interactions with these key figures in the context of disability rights and whistleblower protections.

Documentation from Federal and State Department Executives and Associated staff:

- Connecticut Department of Social Services Commissioner Andrea Barton Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
- U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
- Connecticut Governor Ned Lamont
- Lieutenant Governor Susan Bysiewicz
- Secretary of State Denise Merrill
- Attorney General William Tong
- State Treasurer Shawn Wooden
- State Comptroller Kevin Lembo
- State Auditors John Geragosian and Rob Kane
- U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
- Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
- U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A. Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
- Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
- The Department of Labor DOL
- Government Accountability Office GAO
- Connecticut General Assembly CGA

As well as communication with recognized esteemed organizations.

National and International Organizations:

- American Association of People with Disabilities (AAPD)
- The Consortium for Citizens with Disabilities (CCD)
- Disability Rights Education and Defense Fund (DREDF)
- Disabled in Action (DIA)
- Equip for Equality
- National Disability Rights Network (NDRN)
- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

National Whistleblower / Retaliation Advocates

- Government Accountability Project (GAP)
- The Whistleblower Project
- ExposeFacts
- Freedom of the Press Foundation
- National Whistleblower Center
- Project On Government Oversight (POGO)
- Public Employees for Environmental Responsibility (PEER)
- Whistleblower Aid

News Media Outlets and Journalists:

Reporters Committee for Freedom of the Press, The New York Times, The Washington Post The Associated Press (AP), ProPublica, The Wall Street Journal, National Public Radio (NPR) Reuters, CNN, BuzzFeed News, VICE News, Fox News etc.

Expedited Processing Request:

Due to the legal case of David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220, I request expedited processing as this information is urgently needed for public knowledge on this significant matter.

Format of Records:

As a result of my disability, I kindly request accommodations, Please provide all records in an accessible electronic format, in accordance with the Americans with Disabilities Act (ADA).

Unique Nature of Request:

This request is unique due to its comprehensive scope and relevance to ongoing public and legal discussions.

Contact Information of FOIA Officer:

I request the contact details of the FOIA officer responsible for this request.

If any part of this request is denied, please cite the specific exemptions and provide appeal procedures under the law.

Thank you for your prompt attention to this matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid ABI Waiver Program Support Provider.





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>

Date: 12/16/2023

Connecticut Commission on Human Rights and Opportunities (CHRO) Capitol
Region Office
450 Columbus Boulevard, Suite 2
Hartford, CT 06103-1835

Subject: **Submission of a Secondary, Distinct Complaint.**

Complaint Against Connecticut CHRO for Disability Discrimination and
Whistleblower Retaliations. RE: David Medeiros v. State of CT, Department of
Social Services CHRO No. 2410220
EEOC No. N/A

Dear CHRO and Connecticut Government Officials,

I am writing as both the complainant and a victim of the inaction perpetuated by the Connecticut Commission on Human Rights and Opportunities (CHRO) concerning my complaint filed on March 28, 2023. After 262 days without proper accommodation or support, I received a letter dated December 15, 2023, acknowledging an administrative delay without providing a substantive resolution or accommodation.

As a brain injury survivor and the founder of ABI Resources, my ability to function effectively in both personal advocacy and professional capacity has been significantly compromised. The CHRO's lack of action is not merely unacceptable; it represents a systemic failure to uphold the legal mandates designed to protect individuals in my position.

The CHRO's inaction is demonstrative of:

Violation of the ADA's Mandate:

The inexplicable delay in processing my complaint directly violates the ADA's requirements for prompt resolution, thereby discriminating against me based on my disability.

Failure to Provide Accommodations:

The inadequate response in providing the accommodations to which I am legally entitled has critically hampered my ability to participate in legal proceedings and advocate effectively.

Erroneous documentation, including the misidentification of state officials, undermines the integrity and reliability of CHRO's records and processes.

Systemic Disregard:

The pattern of inaction suggests a systemic disregard for the rights of individuals with disabilities and whistleblowers such as myself, calling for an immediate and thorough examination.

Given these points, I am compelled to demand the following:

An External Audit: A comprehensive external audit of the CHRO's handling of my case, including a review of procedures and accommodations for individuals with disabilities and whistleblowers.

ADA Accommodations: Immediate provision of the accommodations to which I am entitled under federal and state law, ensuring my full and fair participation in the complaint process.

Public Formal Apology and Reparations: A formal public acknowledgment of the hardships imposed by the CHRO's negligence and a discussion of reparations for the

significant personal and professional toll it has taken on me as a person living with a brain injury advocating for myself, ABI resources and the Connecticut disabled community at large.

The gravity of these issues and their impact on my civil rights require urgent and decisive action. An affirmative response is expected promptly detailing the CHRO's corrective measures.

Call for Accountability and Action for Disability Discrimination and Communication Barriers

I must again express my profound concern and distress regarding the Connecticut Government's inaction and the barriers I face as a brain injury survivor. It is disheartening and unacceptable that the government, well aware of the cognitive challenges associated with brain injuries, has failed to provide the necessary support and accommodations required for fair and effective communication.

Brain injuries can lead to a myriad of cognitive difficulties, which I experience daily. These include, but are not limited to:

Memory Impairments: Difficulty in recalling information, which can lead to challenges in following through with complex procedures or remembering important dates and instructions.

Attention Deficits: Problems with concentration and being easily overwhelmed by excessive information or convoluted language, hindering the understanding of critical communications.

Executive Dysfunction: Trouble with planning, organizing, and executing tasks, which is exacerbated by the government's convoluted self-advocacy bureaucratic processes.

Language and Communication Issues: Difficulties in understanding or expressing

oneself, especially when faced with intricate legal jargon and lengthy documents.

Processing Speed Delays: Slowed cognitive processing, making it hard to keep up with time-sensitive matters and requiring additional time to understand and respond to information.

Fatigue: Increased cognitive fatigue from trying to navigate complex systems, which can lead to reduced capacity to engage with necessary processes effectively.

The government's lack of action not only overlooks these challenges but seems to exploit them by failing to provide clear, concise, and accessible communication. This approach effectively discriminates against individuals with disabilities like me by creating an environment where they cannot participate fully in their advocacy or seek justice on an equal footing.

The expectation is not just for reasonable accommodations but for proactive measures that ensure communications and processes are fair and accessible. I am urging the Connecticut Government to review its procedures and communication strategies to ensure they align with the principles of the Americans with Disabilities Act (ADA) and respect the rights and needs of brain injury survivors.

Immediate action is required to remedy this situation. The government must:

Implement clear and straightforward communication protocols.

Provide all information in accessible formats, with consideration for cognitive challenges.

Establish a direct and reliable point of contact for assistance in navigating government processes.

Ensure that all government employees interacting with the public are trained in disability awareness and ADA compliance.

The state's failure to act is not only a disservice to individuals with disabilities but a disregard for the values of inclusivity and accessibility. As a brain injury survivor, I implore the Connecticut Government to take immediate steps to correct these oversights and to foster an environment where all citizens are given the tools to participate fully in civic life.

I am requesting that the Connecticut government body protect and ensure my rights and the rights of people like me living with disabilities. Connecticut must take legal action to enforce and ensure compliance with the ADA and protect my rights as a disabled Connecticut brain injury survivor, and founder of ABI Resources in addition to protecting my rights as a whistleblower.

It is imperative that government entities respect and facilitate the participation of individuals like me in matters affecting our lives and businesses. I am committed to advocating for transparency and accountability, and the government's intervention is crucial in rectifying the current situation.

Thank you for your attention to this matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid ABI Waiver Program Support Provider.





State of Connecticut
COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES

Capitol Region Office ~ 450 Columbus Boulevard, Suite 2, Hartford, CT 06103

Promoting Equality and Justice for all People

December 15, 2023

Via email: aabiwr@live.com

David Medeiros
215 Mountain Street
Willimantic, CT 06226

RE: David Medeiros v. State of CT, Department of Social Services
CHRO No. 2410220
EEOC No. N/A

Dear Mr. Medeiros:

This letter confirms that your complaint, referenced above, has been filed with the Commission on March 28, 2023, but due to an administrative error the service was delayed, the Commission apologizes for any inconvenience this may have caused you.

The enclosed General Notice advises you of your rights, duties, and responsibilities. **Please read carefully the information contained in the notice.**

You have a duty to respond timely to any information or assistance requested and to cooperate with the Commission at all times. It is your sole duty and responsibility to notify the Commission of your whereabouts at all times throughout the pendency of this complaint. In the event that your address, telephone number, or email address changes, it is your duty to notify the Commission immediately in writing. **Parties are encouraged to submit all filings by email only without an additional hardcopy if possible. Emailed filings with Capitol Region Office should be emailed to CHRO.Capitol@ct.gov.**

Also, you have a duty to certify to the Commission that you have provided the Respondent with copies of all documents you file with the Commission. For your convenience and use, the enclosed Certification Form is made available.

If I can be of further assistance, please do not hesitate to contact me.

NO NAME

Commission on Human Rights and Opportunities
Capitol Region Office
450 Columbus Boulevard, Suite 2
Hartford, CT 06103
860-541-3456

Main (860) 566-7710 ~ Fax (860) 566-1997
www.ct.gov/chro - Toll Free in Connecticut (800) 477-8737
Affirmative Action/Equal Opportunity Employer



State of Connecticut
COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES

Capitol Region Office ~ 450 Columbus Boulevard, Suite 2, Hartford, CT 06103

Promoting Equality and Justice for all People

December 15, 2023

NOT THE COMMISSIONER

Via email: deidre.gifford@ct.gov

Diedre S. Gifford, MD, MPH
Commissioner
Department of Social Services
55 Farmington Avenue
Hartford, CT 06105

RE: David Medeiros v. State of CT, Department of Social Services
CHRO No. 2410220
EEOC No. N/A

Dear Commissioner Gifford:

A complaint, referenced above, has been filed with the Commission on March 28, 2023, but due to an administrative error the service was delayed, the Commission apologizes about any inconvenience this may have caused the Respondent. A copy of the complaint is attached.

The enclosed General Notice advises you of your rights, duties, and responsibilities. Please read carefully the information contained in the notice. The enclosed Notice Regarding Out of State Attorneys advises that all attorneys practicing before the Commission must be admitted to practice law in Connecticut and that it is the responsibility of all counsel to comply with Connecticut practice rules. Also enclosed is important information with respect to the no fault conciliation process. The Commission is available to assist you if you wish to pursue settlement of this complaint. If you wish to conciliate the complaint prior to providing an answer, you must notify the Commission within **10 days** of receipt of the enclosed complaint.

You must file an answer to the complaint under oath with the Commission within 30 days of receipt of this complaint unless pre-answer conciliation has been requested. If you fail to answer the complaint within this time, you may be defaulted by the Commission. Parties are encouraged to submit all filings by email only without an additional hardcopy if possible. You must email a scanned copy of your signed and notarized Answer to chro.capitol@ct.gov and dedra.morris@ct.gov.

Main (860) 566-7710 ~ Fax (860) 566-1997
www.ct.gov/chro - Toll Free in Connecticut (800) 477-8737
Affirmative Action/Equal Opportunity Employer

Comprehensive Grievance Report and Request for Clarity.

**Addressing Issues within the Connecticut Medicaid
Acquired Brain Injury (ABI) Waiver Program.**



Whistleblower Report Prepared by:

David Medeiros and ABI Resources LLC

Date: November 21, 2023

**ABI Resources LLC
39 Kings Hwy STE C
Gales Ferry, CT. 06226
860 942-0365**

Introduction

Title: Comprehensive Grievance Report and Request for Clarity / Whistleblower Report, ABI Resources LLC

Date: November 21, 2023

Prepared by: David Medeiros and ABI Resources LLC

Overview of ABI Resources LLC:

ABI Resources LLC, a dedicated service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program, is committed to delivering exceptional care to individuals with acquired brain injuries. Our mission is to ensure effective rehabilitation and community reintegration for our clients through specialized programs.

Purpose of the Document:

This report is a formal consolidation of grievances faced by ABI Resources LLC within the Connecticut Medicaid ABI Waiver Program. It aims to address these concerns with the relevant authorities, advocating for change and improvement.

Summary of Grievances

1. **Discriminatory Business Practices**: ABI Resources LLC has faced inequities in Medicaid referrals, experiencing marginalization and an unfair distribution of referrals.
2. **Service and Intervention Plans**: Concerns about non-receipt of essential service and intervention plans, impacting operational and financial integrity.
3. **Concealment of Public Information**: The Medicaid ABI Waiver Program Directory of Providers has been concealed, affecting the ability of individuals to make informed decisions and impacting ABI Resources.
4. **Unauthorized Care Management Services**: Issues regarding unauthorized provision of care management consultation services in ABI Waiver Program 1.
5. **Unethical Practices and Possible Kickback Schemes**: Concerns about conflicts of interest and unethical practices, including potential kickback arrangements.
6. **Rental Agreements in Medicaid ABI Waiver Program**: Issues regarding rental agreements that restrict consumer choice and freedom, creating a monopolistic environment.

Detailed Grievances and Concerns

Grievance 1: Discriminatory Unfair Business Practices

- Page 7
- **Overview:** ABI Resources LLC has faced significant challenges due to inequitable Medicaid referral processes. Specific instances include a noticeable decrease in referrals compared to other providers, suggesting a biased distribution that disadvantages our clients and organization.
- **Proposed Solutions:** We advocate for a transparent, equitable referral system, periodic audits of referral practices, and a review of policies to ensure fair treatment of all service providers in the ABI Waiver Program.

Grievance 2: Service and Intervention Plans

- **Overview:** There have been instances where ABI Resources LLC did not receive essential service and intervention plans on time. This lack of timely information compromises our ability to provide effective care and maintain financial integrity.
- **Proposed Solutions:** Implementation of a streamlined, reliable process for the timely delivery of service and intervention plans, and clear communication channels between providers and program administrators.

Grievance 3: Concealment of Public Information

- **Overview:** The Medicaid ABI Waiver Program Directory of Providers has not been made adequately available, limiting the ability of individuals to make informed choices and affecting our visibility in the program.

- **Proposed Solutions:** Ensure the directory is publicly accessible, regularly updated, and transparent, allowing clients to make informed choices about their care providers.

Grievance 4: Unauthorized Care Management Services

- **Overview:** Concerns about unauthorized provision of care management consultation services in ABI Waiver Program 1, which may contravene established protocols.
- **Proposed Solutions:** Investigate and rectify instances of unauthorized services, and reinforce compliance with program guidelines and standards.

Grievance 5: Unethical Practices and Possible Kickback Schemes

- **Overview:** Alarming indications of conflicts of interest and unethical practices within the program, including potential kickback arrangements, have been observed.
- **Proposed Solutions:** Conduct a thorough investigation into these practices, establish stricter oversight mechanisms, and enforce ethical standards across the program.

Grievance 6: Rental Agreements in Medicaid ABI Waiver Program

- **Overview:** The current structure of rental agreements within the program restricts consumer choice and freedom, creating a monopolistic environment detrimental to clients and providers.
- **Proposed Solutions:** Review and revise rental agreement policies to promote fair competition and consumer choice, ensuring transparency and ethical practice in housing arrangements.

Call to Action and Recommendations

Immediate Actions Required

1. **Review of Referral Processes:** An immediate audit and review of the referral processes within the Connecticut Medicaid ABI Waiver Program to ensure fairness and transparency.
2. **Timely Delivery of Service Plans:** Establish protocols to guarantee the timely delivery of service and intervention plans to all providers.
3. **Accessibility of Provider Directory:** Immediate action to make the ABI Waiver Program's Provider Directory fully accessible and transparent to clients and providers.

Long-term Systemic Recommendations

1. **Policy Overhaul:** A comprehensive review and overhaul of policies governing referral processes, service plan distributions, and care management services.
2. **Enhanced Oversight and Accountability:** Implementing stricter oversight mechanisms and accountability measures to prevent unethical practices and potential conflicts of interest.
3. **Consumer Choice in Rental Agreements:** Reforming rental agreement policies to promote fair competition, consumer choice, and transparency within the program.

These actions and reforms are vital for maintaining the integrity of the Connecticut Medicaid ABI Waiver Program and ensuring equitable treatment and high-quality care for all clients.

Conclusion

This report, prepared by David Medeiros and ABI Resources LLC, comprehensively outlines several critical grievances faced within the Connecticut Medicaid ABI Waiver Program. These issues, ranging from discriminatory business practices to the concealment of public information, unauthorized services, and potential unethical practices, significantly impact the quality of care provided to individuals with acquired brain injuries and the operational integrity of service providers like ABI Resources LLC.

The call for action is clear and urgent. Immediate steps, as outlined in this report, are necessary to address these grievances, followed by a commitment to long-term systemic improvements. Only through transparent, fair, and ethical practices can the program truly fulfill its mission of supporting and rehabilitating individuals with acquired brain injuries.

We urge the responsible authorities to consider these grievances seriously and take prompt, effective action. The wellbeing of many individuals and the effectiveness of the ABI Waiver Program depend on these crucial improvements.



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>

10/31/2023

Subject: Formal Grievance Concerning Discriminatory Unfair Business Practices within the Connecticut Medicaid ABI Waiver Program

To: All pertinent departments within the state of Connecticut,

I trust this correspondence reaches you in excellent health and high spirits. My name is David Medeiros, and I am addressing you in my capacity as a concerned business owner, resident, and individual with a disability residing in the state of Connecticut. I have the honor of leading ABI Resources, a distinguished service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.

I find myself compelled to highlight and formally complain about a series of blatant and persistent inequities pertaining to discriminatory business practices occurring under the aegis of the aforementioned program. Despite my multiple, concerted efforts to engage in constructive dialogue with the Connecticut Department of Social Services, addressing these grave concerns has been met with a disconcerting lack of engagement and rectification. This situation has had a deleterious impact not only on the operations of ABI Resources but also on the well-being and quality of service accessible to the disabled individuals we are committed to serving.

Key Concerns and Grievances:

a) **Medicaid Referrals:**

b) **Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency**

a) **Medicaid Referrals:**

There is a prevailing lack of transparency and an apparent bias in the Medicaid referral processes within the ABI Waiver Program. ABI Resources, despite an unwavering commitment to excellence in service delivery, has been unfairly marginalized, resulting in an unequal and unjust distribution of referrals.

Addressing issues of transparency, bias, and unfair marginalization in Medicaid referrals, particularly within the Acquired Brain Injury (ABI) Waiver Program, is crucial to ensuring equitable access to quality healthcare services for all eligible individuals. ABI Resources and similar service providers play a vital role in supporting individuals with acquired brain injuries, and it is essential that they are treated fairly in the referral process to continue their commitment to excellence in service delivery.

Potential Steps to Address the Issue:

Increase Transparency:

Implement a transparent referral process where criteria for referrals are clearly defined and made publicly available.

Establish a monitoring system to track and publish referral data, including the number of referrals made to each service provider and the reasons for referral decisions.

Conduct an Independent Audit:

Hire an independent entity to conduct a thorough review of the Medicaid referral processes within the ABI Waiver Program to identify any biases or unfair practices.

The audit should also evaluate the performance and quality of services provided by ABI Resources and other service providers to ensure that referrals are based on merit and the ability to meet the needs of individuals with acquired brain injuries.

Implement a Fair and Equitable Referral System:

Develop a standardized and objective referral system that ensures all service providers are evaluated based on the same criteria.

Consider incorporating a randomized component to the referral process to prevent bias and ensure a fair distribution of referrals.

Engage Stakeholders:

Create a platform for open dialogue between Medicaid officials, service providers, individuals with acquired brain injuries, and their families to discuss concerns related to the referral process.

Use feedback from stakeholders to continuously improve the referral system and address any emerging issues.

Provide Training and Education:

Offer training to Medicaid officials and other stakeholders involved in the referral process to raise awareness about potential biases and the importance of a fair and equitable system.

Educate service providers about the referral process, criteria for referrals, and steps they can take if they believe they have been treated unfairly.

Establish a Complaint and Appeal Process:

Create a clear and accessible complaint and appeal process for service providers who believe they have been unfairly marginalized in the referral process.

Ensure that complaints are thoroughly investigated and that corrective action is taken when warranted.

Promote Accountability:

Hold Medicaid officials and other stakeholders accountable for ensuring a fair and transparent referral process.

Implement consequences for individuals or entities found to be engaging in biased or unfair practices.

Regularly Review and Update Policies:

Conduct regular reviews of referral policies and procedures to ensure they remain up-to-date, fair, and transparent.

Update policies as needed to address any identified issues and to adapt to changing needs and circumstances.

Addressing the issues of transparency, bias, and unfair marginalization in Medicaid referrals within the ABI Waiver Program is essential to ensuring that all eligible individuals have equal access to high-quality services. It is imperative that service providers like ABI Resources are treated fairly and equitably in the referral process to uphold the integrity of the healthcare system and to foster trust among all stakeholders. Implementing the above steps could contribute significantly to creating a more transparent, fair, and equitable referral system, ultimately benefiting individuals with acquired brain injuries and the service providers dedicated to supporting them.

b) Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency

Provider: A Medicaid service agency provider is offering financial incentives to consumers, leading to an imbalance in the competitive landscape. This kind of practice can indeed raise serious ethical, legal, and fairness concerns.

Ethical Concerns:

Conflicts of Interest: Financial incentives could create a conflict of interest, where the provider's financial gain takes precedence over the best interests of the consumer.

Bias and Unfairness: It could lead to bias in referrals, favoring certain providers over others irrespective of the quality of services they offer.

Erosion of Trust: Such practices can erode trust in the Medicaid system and healthcare providers, as consumers may question the motives behind the services they are being referred to.

Legal Concerns:

Violation of Anti-Kickback Statutes: Providing inducements to influence the referral of services covered by Medicaid can violate anti-kickback statutes, potentially leading to legal actions and penalties.

False Claims Act Violations: If such inducements lead to fraudulent billing or claims, it could result in violations of the False Claims Act.

Non-Compliance with Medicaid Regulations: Medicaid has strict guidelines and regulations to ensure fairness and prevent fraud, and engaging in such practices can result in non-compliance and potential debarment from the program.

Lack of Responsiveness to Complaints and Reports: Our persistent complaints and reports, meticulously documenting these issues, have been met with apathy. There is an alarming deficit in the investigation, redressal, and accountability mechanisms within the system.

Adverse Impacts on ABI Resources:

Financial Duress: The discriminatory practices and referral shortages have placed ABI Resources under significant financial duress, compromising our ability to maintain operational viability and deliver superior services to our clients.

Reputational Harm: The state's nonintervention and perceived partiality have led to an erosion of our reputation. This has resulted in ABI Resources being unjustly perceived as a less favorable service provider, regardless of our commitment to quality and excellence.

Demoralization of Workforce: The protracted nature of these issues has led to a pervasive sense of demoralization among our staff and stakeholders, adversely impacting the morale and efficacy of our organizational operations.

Addressing the Issue:

Regulatory Oversight: There should be strict oversight and monitoring by regulatory bodies to ensure that all Medicaid service agency providers are complying with laws and regulations.

Transparency: Increasing transparency in the referral process can help in ensuring that referrals are made based on the quality of services rather than financial incentives.

Whistleblower Protections: Encouraging whistleblowing and providing protections for whistleblowers can help in uncovering and addressing such unethical practices.

Penalties and Sanctions: Implementing strict penalties and sanctions for those found guilty of engaging in such practices can act as a deterrent.

Public Awareness: Educating consumers about the potential for such conflicts of interest and providing them with information on how to report suspicious activities can empower them to make informed decisions.

Addressing this issue is crucial for maintaining the integrity of the Medicaid program, ensuring that consumers receive the best possible care, and fostering a competitive and fair marketplace for healthcare services.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a

comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member





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11/13/2023

Subject: Formal Grievance Complaint Concerning Connecticut Medicaid ABI Waiver Program Service and Intervention Plans.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources, a dedicated provider of essential services to individuals with acquired brain injuries (ABI). This letter serves to formally raise a grievance and file a complaint concerning the serious issue of not receiving Medicaid Acquired Brain Injury (ABI) Waiver Program service and intervention plans from consumer-assigned care management consultants. This situation has gravely impacted the operational and financial integrity of ABI Resources.

As per the stipulations of the ABI Waiver Program, a "Service Plan" is an essential document that outlines the necessary medical and community-based services enabling individuals to live outside institutional settings. The provision of individualized service plans include measurable goals, objectives, and documentation of total service costs.

Additionally, "Intervention Plans," developed by cognitive behaviorists, are crucial in identifying and managing treatment goals and interventions for our

clients. However, despite our repeated efforts and adherence to the required protocols, we have not received these vital documents from care management. The lack of these plans has led to significant operational and financial difficulties for ABI Resources.

Sec. 17b-260a-6. Person-centered planning process (a) The service plan shall be developed based on a person-centered planning model, as described in 42 CFR 441.301(c), as amended from time to time. The individual shall lead the planning process where possible, and in accordance with section 17b-260a-11(a) of the Regulations of Connecticut State Agencies.

6) Prohibit providers of waiver services for the individual, or those who have an interest in or are employed by a provider of waiver services for the individual, from providing care management or participating in the development of the person-centered service plan;

Key Concerns and Grievances:

Non-Receipt of Essential Documents: Despite adherence to protocol, ABI Resources has not received the mandated individualized service and intervention plans, which include measurable goals and objectives for the consumers we serve. Furthermore, the necessary intervention plans developed by cognitive behaviorists, which outline treatment goals and interventions, have also not been provided by care management.

Concerns: Impact on Daily Support Staff and Program Consumers

In addition to the aforementioned issues, the absence of these critical Medicaid ABI Waiver Program plans has significantly affected our daily support staff and, consequently, the consumers of the program.

Impact on Daily Support Staff:

Lack of Clear Direction: Without structured plans, staff members struggle to provide focused and effective services, as they lack clear guidelines and objectives.

Increased Workload and Stress: The ambiguity surrounding treatment goals and methods has led to an increased workload and heightened stress levels among staff, impacting their well-being and job satisfaction.

Professional Inefficiency: Staff are unable to utilize their skills and training effectively, leading to professional dissatisfaction.

Difficulty in Tracking Progress: The absence of measurable goals makes it challenging for staff to track and report on client progress accurately.

Risk of Non-Compliance: Without proper guidelines, there is an increased risk of non-compliance with regulatory standards, potentially leading to legal and ethical issues.

Reduced Team Morale: The overall uncertainty and increased challenges have adversely affected team morale and cohesion.

Impact on Consumers of the Program:

Inconsistent Service Quality: Consumers face variability in the quality of care received, as staff members lack consistent plans to guide their services.

Slowed Progress: The absence of structured goals and interventions can slow down or hinder the progress and rehabilitation of consumers.

Reduced Confidence in Services: Consumers and their families may lose confidence in the quality and effectiveness of the services provided.

Increased Vulnerability: Consumers, particularly those with severe conditions, become more vulnerable due to the lack of tailored, goal-oriented care.

Potential for Unmet Needs: Without specific plans, some needs of consumers may remain unidentified and unaddressed, leading to gaps in care.

Emotional and Psychological Impact: The inconsistency and uncertainty in care can have adverse emotional and psychological effects on consumers.

These challenges not only make the daily responsibilities of our care providers more arduous but also critically undermine the quality of care and support we can offer to our consumers. It is imperative that these issues be addressed immediately to ensure the well-being of both our staff and the consumers who rely on our services.

Adverse Impacts on ABI Resources:

The cumulative effect of these issues has placed ABI Resources in a precarious financial and operational position.

Financial Losses: The absence of these critical documents has led to substantial financial losses, severely hampering our ability to function effectively.

Staffing Challenges: The lack of structured plans has created many challenges for our service providers and as a result, we have faced significant staffing issues, including layoffs and the challenges to maintain essential personnel.

Client Impact: Our capacity to offer consistent and high-quality services has been compromised, leading to a loss of clients and a tarnishing of our reputation.

Administrative Burden: The lack of structured plans has resulted in an increased administrative load, as we strive to manage without proper guidance.

Overall Business Impact: These compounded issues threaten the viability of ABI Resources and our mission to serve those in need.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The

equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member



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11/15/2023

Subject: Formal Grievance and Complaint Regarding the Concealment of Public Information: Medicaid ABI Waiver Program Directory of Providers.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources to express our formal grievance and file a complaint regarding the handling of the Medicaid Acquired Brain Injury (ABI) Waiver Program by the Connecticut Department of Social Services (DSS). Specifically, our complaint centers on the apparent concealment of the Medicaid ABI Waiver Program Directory of Providers, a critical public resource.

Key Concerns and Grievances:

- a) Denial of Public Access to Information: The DSS managed Medicaid ABI Waiver Program Directory of Providers is public information, rightfully accessible to all. Its concealment not only violates the principles of transparency and public service but also directly impacts those in dire need of these services.
- b) Inaccessibility to Vulnerable Populations: The absence of accessible information severely restricts the ability of individuals with acquired brain



injuries, their families, and caregivers to make informed decisions regarding care and support. This lack of access is particularly detrimental, given the complex needs of this population.

- c) Increased Risk and Exploitation: Without knowledge of accredited and reputable providers, vulnerable individuals are at a heightened risk of exploitation and subpar services, which can lead to adverse health outcomes.
- d) Unnecessary Strain on Families and Caregivers: Families and caregivers, already burdened with care responsibilities, face additional challenges in finding appropriate services, contributing to increased stress and potential caregiving errors.
- e) Financial and Operational Impact on ABI Resources: As a provider, ABI Resources has suffered considerable financial losses due to decreased client engagement and an increased administrative burden. This situation stems directly from the unavailability of the provider directory, which hinders our ability to efficiently connect with potential clients.
- f) Administrative Burdens and Resource Diversion: The lack of a central, accessible directory has led to an excessive administrative load, diverting critical resources from our core mission of providing care.

Proposed Solutions and Steps to Address the Issue:

- 1) Immediate Disclosure and Accessibility: We request the immediate release of the Medicaid ABI Waiver Program Directory of Providers, ensuring it

is readily accessible to all stakeholders, particularly the public and vulnerable populations.

- 2) Commitment to Transparency: The DSS should commit to ongoing transparency in all aspects of the ABI Waiver Program, including regular updates and easy access to all program-related information.
- 3) Constructive Dialogue and Rectification: ABI Resources seeks to engage in a constructive dialogue with the DSS to discuss the implications of this concealment and explore potential avenues for rectifying the financial and operational impacts.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

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Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
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David Medeiros
ABI Resources, CEO, Director, Team Member





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11/16/2023

Subject: Formal Complaint and Request for Immediate Clarification on
Unauthorized Care Management Consultation Services in ABI Waiver Program 1.

To: All pertinent departments within the state of Connecticut,

Connecticut Department of Social Services and Relevant Oversight Bodies

I am writing on behalf of ABI Resources to express grave concerns and urgently seek detailed clarification on practices we have observed within the Medicaid Acquired Brain Injury (ABI) Waiver Program, particularly in ABI Waiver Program 1. Our complaint specifically focuses on what appears to be an unauthorized provision of care management consultation services in Program 1, a practice traditionally and explicitly designated for Program 2 under existing guidelines. This letter outlines our observations, the potential negative impacts on our business operations and our consumers, and our urgent requests for resolution

Key concerns and grievances:

1. Unauthorized Consultation Services: The core of our concern lies in the apparent provision of care management consultation services to consumers in ABI Waiver Program 1. This practice is not authorized under the current program guidelines and represents a significant breach of protocol,

raising serious concerns about compliance and oversight within the program.

2. Lack of Clarity and Transparency in Program Administration: The sudden and unexplained introduction of these services in Program 1 has created an atmosphere of confusion and uncertainty. We seek immediate and detailed clarification from the Department on whether there have been any recent changes to the scope or administration of ABI Waiver Program 1 that would authorize such services.
3. Improper Recommendations for Program Transitions: Additionally, we have noted instances where care managers are inappropriately advising Program 1 consumers to transition to Program 2. This advice, given without proper authority or assessment, potentially disrupts the tailored care plans crucial for the recovery of individuals with acquired brain injuries.

In-Depth Analysis of Impact on ABI Resources and Consumers:

1. Operational and Strategic Challenges: The introduction of potentially unauthorized services has disrupted our strategic planning and operational execution. It has forced us to reevaluate our service delivery models and resource allocation, potentially leading to inefficiencies and diminished care quality.
2. Risk to Consumer Trust and Quality of Care: The ambiguity surrounding these services risks damaging the trust that consumers and their families have in the system. It raises concerns about the appropriateness of care

provided, which is essential for effective recovery and rehabilitation in ABI cases.

3. Market Imbalance and Competitive Disadvantage: This situation creates an unfair market environment. Providers adhering to the guidelines may be at a disadvantage compared to those who are offering these additional, potentially unauthorized services. This not only affects our competitive position but also skews the overall market dynamics in ABI care services.

Specific Requests for Resolution and Enhanced Transparency:

1. Comprehensive Investigation and Clear Communication: We request an immediate, comprehensive investigation into the provision of care management consultation services in ABI Waiver Program 1, accompanied by clear communication on any policy adjustments.
2. Immediate Enforcement of Compliance: We urge the prompt enforcement of existing program guidelines and the cessation of any unauthorized practices.
3. Proactive Support and Guidance for All Stakeholders: We advocate for the development of support and guidance initiatives for both service providers and consumers to navigate these changes effectively, ensuring everyone is fully informed about their rights and the services available.
4. Corrective Measures for Non-Compliance: Implementation of corrective actions, including disciplinary measures, against entities found in violation of program rules, to maintain the integrity and effectiveness of the program.

Conclusion:

ABI Resources is deeply committed to providing high-quality care within the ABI Waiver Program framework. The current situation, marked by potential unauthorized practices, poses significant challenges to our operations and the well-being of our consumers. We trust that the Connecticut Department of Social Services and relevant oversight bodies will address these issues with the urgency and thoroughness they demand, ensuring the program's integrity and efficacy. We look forward to a swift, detailed, and transparent response to this critical issue.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

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Connecticut Attorney General's Office
Connecticut Commission on Human Rights and Opportunities
Connecticut Office of the Healthcare Advocate
Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member



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11/16/2023

Subject: Formal Complaint Regarding Unethical Practices and Possible Kickback Schemes in ABI Waiver Program.

To: All pertinent departments within the state of Connecticut,

I am David Medeiros from ABI Resources, and I present this document to voice our serious concerns about certain activities within the Medicaid Acquired Brain Injury (ABI) Waiver program. These activities, which appear to breach ethical standards and potentially violate Medicaid regulations, require immediate scrutiny and action.

Examination of the ABI Waiver Program's Framework:

The ABI Waiver Program, established under sections 17b-260a-1 to 17b-260a-17 of the Connecticut State Agencies regulations, is designed to offer nonmedical, home, and community-based services to eligible individuals with an ABI. This program emphasizes the need for cost-effective services, personalized care, and adherence to strict qualifications for providers, ensuring that the services provided meet the highest ethical and professional standards.



Conflicts Arising from Service Provision:

Dual Service Conflict:

In the context of the ABI Waiver Program, a significant conflict has emerged due to an agency providing both Clinical Behavioral Therapy (CBT) and daily non-medical services to the same group of consumers. This situation raises several concerns:

Therapeutic Recommendations Overlapping with Financial Interests:

There is an apparent alignment of therapeutic recommendations with the agency's financial interests. The agency uses the platform of CBT sessions to recommend additional non-medical services that it also provides. This practice suggests a dual benefit for the agency, where it gains financially from both therapy sessions and the subsequent non-medical services.

Influence on Consumer Choice:

The dual role of the agency potentially influences consumer choice, where therapeutic sessions, which should be neutral and solely in the interest of the Consumer's health, may be used to steer consumers towards additional services provided by the same agency. This situation can lead to biased recommendations that may not always be in the best interest of the consumer.

Cycle of Service Provision and Financial Gain:

There is a creation of a cycle wherein the agency, through its provision of CBT, identifies or creates a need for additional services, fulfills these needs through its non-medical services arm, and consequently benefits financially. This cycle raises questions about the objectivity of the service recommendations and the potential for unnecessary or excessive services being provided.

Potential for Overutilization of Services:

This overlap in services could lead to overutilization, where consumers receive more services than are necessary, leading to increased costs for the Medicaid program.

Ethical Implications:

The practice blurs the lines between therapeutic need and financial gain, potentially compromising the ethical standards expected in healthcare and social service provision.

These concerns necessitate a thorough examination to ensure that services provided under the ABI Waiver Program are free from conflicts of interest, maintain the highest ethical standards, and truly serve the best interests of the consumers.

Manipulative Consumer Steering and Personnel Poaching:

Directing Consumer Choices:

The conduct of the agency's Clinical Behavioral Therapy (CBT) providers has raised significant concerns regarding the manipulation of Consumer choices. This issue manifests in several ways:

Targeted Referrals:

CBT providers are reportedly channeling consumers towards the agency's own non-medical services. This practice goes beyond the realm of impartial medical advice, as it systematically directs consumers to services that benefit the agency financially, rather than based on the unbiased assessment of Consumer needs.

Influence on Consumer Decision-Making:

This approach potentially undermines the autonomy of consumers in making informed decisions about their care. By directing consumers towards specific services, there's a risk that consumers are being provided a narrowed view of available options, influenced more by the agency's financial interests than by Consumer welfare.

Questionable Ethical Practices:

The behavior of these CBT providers raises ethical questions, particularly regarding the integrity of their recommendations. It potentially violates the principle of acting in the best interests of the Consumer, a cornerstone of healthcare and therapeutic professions.

Unfair Competitive Tactics:

The agency's practices extend beyond Consumer manipulation, affecting the broader operational dynamics within the industry:

Staff Poaching:

Reports indicate that the agency has engaged in poaching staff from other providers. This action not only disrupts the operations of other agencies but also indicates a strategic approach to weaken competition and consolidate the agency's position in the market.

Disruption of Industry Standards:

Such tactics contribute to an uneven playing field, where ethical providers adhering to fair hiring practices are disadvantaged. This behavior can lead to a destabilization of the market, with one agency gaining undue advantage and influence.

Impact on Service Quality:

The poaching of staff may lead to a shortage of skilled professionals in other agencies, potentially affecting the quality of care and services provided to consumers across the industry.

These practices of manipulative Consumer steering and personnel poaching call for an in-depth review to ensure that the ABI Waiver Program operates in a fair, ethical, and competitive environment, where Consumer welfare and industry standards are upheld.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, Clinical Behavioral Therapy (CBT) professionals, and care management consultants reveal possible mechanisms of kickback arrangements. This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where CBT professionals and care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that CBT professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the

integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing and service utilization, where Consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.

The existence of these indicators necessitates a thorough investigation to ascertain the presence of kickback arrangements and to evaluate their impact on the Medicaid program's ethical standards and financial integrity. It is imperative to ensure that all practices within the ABI Waiver Program align with legal and ethical guidelines, safeguarding the program's integrity and the wellbeing of its beneficiaries.

Impact on ABI Resources:

Revenue Reduction

Consumer Diversion Impact:

ABI Resources has experienced a significant downturn in revenue, which can be directly attributed to the diversion of consumers towards the agency in question. This diversion likely results from the alleged unethical steering and manipulative practices, leading to a reduced Consumer base for ABI Resources.

Financial Viability Threatened:

The reduction in revenue poses a threat to the financial viability and sustainability of ABI Resources, impacting our ability to provide quality care and services to our consumers.

Operational Cost Surge:

Increased Marketing Expenditures: In an effort to counteract the loss of consumers and to rebuild our Consumer base, ABI Resources has had to significantly increase our investment in marketing. These additional expenses are necessary to communicate our commitment to ethical practices and quality care to the community.

Legal and Consultation Fees:

Addressing these unethical practices and exploring legal avenues for recourse has led to increased spending on legal consultations and related services. These expenditures are essential for navigating the complexities of the situation and seeking justice, but they also divert resources from other operational areas.

Consumer Relationship Erosion:

Loss of Trust and Business: The most profound impact has been on our established Consumer relationships. The manipulative practices of the agency in question have led to a loss of trust among our consumers, as they are steered away from ABI Resources. This erosion of trust is deeply concerning, as it undermines the long-standing relationships we have built based on care, integrity, and ethical service provision.

Reputation Damage:

The wider implications of these practices in the industry have led to a tarnished reputation, not just for the agency in question, but for service providers in general, including ABI Resources. Restoring our reputation in the wake of these events is a significant challenge, requiring substantial effort and resources.

The cumulative effect of these impacts on ABI Resources is profound, affecting not just our financial stability but also our reputation and, most importantly, our ability to serve our consumers effectively. It is imperative that these issues are addressed comprehensively to restore the integrity of service provision within the ABI Waiver Program and to protect agencies like ours that are committed to ethical practices.

Formal Requests Thorough Examination and Compliance Review:

Comprehensive Investigation:

We formally request a complete and thorough examination of the outlined practices. This investigation should encompass all entities involved, including the service provider, CBT professionals, and care management consultants.

Medicaid Compliance Review:

A detailed review of Medicaid compliance is crucial to determine if these practices violate Medicaid regulations and standards.

Application of Corrective and Disciplinary Measures:

Immediate Corrective Action: Upon confirmation of these practices, we strongly advocate for swift implementation of corrective measures to address and rectify the identified issues.

Disciplinary Proceedings:

We also call for appropriate disciplinary actions against any parties found to be complicit in these unethical practices, in accordance with legal and regulatory guidelines.

Review and Revision of Policies and Oversight:

Policy Overhaul:

A comprehensive review and subsequent revision of existing policies within the ABI Waiver Program is necessary. This review should focus on closing loopholes that allow for such unethical practices and ensuring robust safeguards against future violations.

Enhanced Oversight Mechanisms:

We propose the establishment or enhancement of oversight mechanisms within the ABI Waiver Program to ensure ongoing compliance with ethical and legal standards.

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

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We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
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11/20/2023

Subject Complaint and Request for Clarity Regarding Rental Agreements in the Medicaid ABI Waiver Program 1 and 2.

To: All pertinent departments within the state of Connecticut,

As a stakeholder in the Medicaid Acquired Brain Injury (ABI) Waiver Program, we, David Medeiros and ABI Resources, wish to raise a serious concern and request clarity regarding a critical issue impacting consumers and service providers within the program.

Key Grievance and Request:

We have observed a growing trend where consumers of the ABI Waiver Program are being locked into rental agreements with agency service providers or their business partners. These arrangements appear to significantly restrict consumer choice and freedom, creating a monopolistic environment detrimental to both consumers and independent service providers like ABI Resources.

Concerns:

Restricted Consumer Choice: Consumers are often coerced into staying with a particular agency due to fears of losing their housing, and belongings, or causing

inconvenience to roommates. This undermines the fundamental principle of consumer choice and control in the ABI Waiver Program.

Fear of Repercussions:

Many consumers feel trapped, unable to voice concerns about neglect or abuse due to the fear of losing their housing or facing other retaliatory actions.

Isolation from Advocacy and Assistance:

These rental agreements may isolate consumers from external resources and advocacy groups, further reducing their ability to seek help or change service providers.

Monopolistic Practices:

Such arrangements foster a monopolistic marketplace, hindering the ability of independent providers like ABI Resources to compete fairly and offer services to consumers.

Financial Concerns:

These rental agreements often involve dual payments - for waiver program services and rent - potentially leading to financial improprieties, especially when both payments are sourced from state or federal funding.

Request for Action:

Investigation into Legal and Ethical Violations:

We request a thorough investigation into these practices for potential violations of consumer rights, anti-trust laws, and Medicaid regulations.

Transparency and Regulatory Oversight:

There is a need for greater transparency and oversight in how rental agreements are managed within the ABI Waiver Program to ensure they do not conflict with program objectives or consumer rights.

Guidance and Policy Review:

We seek clear guidance on acceptable practices regarding rental agreements and the integration of housing with service provision.

Support for Affected Service Providers:

We request consideration of the adverse impact these practices have on service providers like ABI Resources, who strive to offer competitive and consumer-focused services.

Your prompt attention to this matter is crucial for maintaining the integrity of the ABI Waiver Program and the well-being of its consumers.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, and care management consultants reveal possible mechanisms of kickback arrangements.

This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing, service utilization, and rental arrangements where consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.

The existence of these indicators necessitates a thorough investigation to ascertain the presence of kickback arrangements and to evaluate their impact on the Medicaid program's ethical standards and financial integrity. It is imperative to ensure that all practices within the ABI Waiver Program align with legal and ethical guidelines, safeguarding the program's integrity and the wellbeing of its beneficiaries.

Impact on ABI Resources:

Revenue Reduction

Consumer Diversion Impact:

ABI Resources has experienced a significant downturn in revenue, which can be directly attributed to the diversion of consumers towards the agencies in question. This diversion likely results from the alleged unethical steering and manipulative practices, leading to a reduced Consumer base for ABI Resources.

Financial Viability Threatened:

The reduction in revenue poses a threat to the financial viability and sustainability of ABI Resources, impacting our ability to provide quality care and services to our consumers.

Operational Cost Surge:

Increased Marketing Expenditures:

In an effort to counteract the loss of consumers and to rebuild our Consumer base, ABI Resources has had to significantly increase our investment in

marketing. These additional expenses are necessary to communicate our commitment to ethical practices and quality care to the community.

Legal and Consultation Fees:

Addressing these unethical practices and exploring legal avenues for recourse has led to increased spending on legal consultations and related services. These expenditures are essential for navigating the complexities of the situation and seeking justice, but they also divert resources from other operational areas.

Consumer Relationship Erosion:

Loss of Trust and Business:

The most profound impact has been on our established Consumer relationships. The manipulative practices of the agency in question have led to a loss of trust among our consumers, as they are steered away from ABI Resources. This erosion of trust is deeply concerning, as it undermines the long-standing relationships we have built based on care, integrity, and ethical service provision.

Reputation Damage:

The wider implications of these practices in the industry have led to a tarnished reputation, not just for the agency in question, but for service providers in general, including ABI Resources. Restoring our reputation in the wake of these events is a significant challenge, requiring substantial effort and resources.

The cumulative effect of these impacts on ABI Resources is profound, affecting not just our financial stability but also our reputation and, most importantly, our ability to serve our consumers effectively. It is imperative that these issues are addressed comprehensively to restore the integrity of service provision within the

ABI Waiver Program and to protect agencies like ours that are committed to ethical practices.

Formal Requests Thorough Examination and Compliance Review:

Comprehensive Investigation:

We formally request a complete and thorough examination of the outlined practices. This investigation should encompass all entities involved, including the agency service provider and care management consultants.

Medicaid Compliance Review:

A detailed review of Medicaid compliance is crucial to determine if these practices violate Medicaid regulations and standards.

Review and Revision of Policies and Oversight:

Policy Overhaul:

A comprehensive review and subsequent revision of existing policies within the ABI Waiver Program is necessary. This review should focus on closing loopholes that allow for such unethical practices and ensuring robust safeguards against future violations.

Enhanced Oversight Mechanisms:

We propose the establishment or enhancement of oversight mechanisms within the ABI Waiver Program to ensure ongoing compliance with ethical and legal standards.

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications

have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member





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>

Date: 12/23/2023

**Subject: Formal Complaint Regarding the Failure to Provide
Reasonable Accommodations by the Commission on Human Rights
and Opportunities (CHRO)**

**Call for Systemic Change: CHRO's Failure in ADA Accommodation
Compliance**

Dear Governor Ned Lamont and Esteemed Members of the
Connecticut Government,

I am writing to emphasize the importance of effective communication and the dissemination of updated information regarding disability accommodations within our federal and state departments.

As an advocate for individuals with disabilities, I understand the critical role that timely and accurate information plays in ensuring that appropriate accommodations are provided. To this end, I kindly request your assistance in ensuring that all Federal and State Department Executives, along with their associated staff, are kept fully informed and updated about the latest developments, policies, and best practices in disability accommodations.

Your support in this initiative is not only crucial for compliance with legal standards but also embodies our collective commitment to creating an inclusive and supportive environment for all individuals, regardless of their abilities.

This is a formal complaint against the Commission on Human Rights and

Opportunities (CHRO) for their failure to provide the necessary reasonable accommodations in line with the Americans with Disabilities Act (ADA). My experiences as a person living with a brain injury and a stroke survivor have been met with significant challenges in the CHRO's processes, which I believe violate my rights under the ADA.

Despite clear and repeated requests for specific accommodations to assist me in completing the CHRO requirements – namely, assistance in understanding and completing complex documentation and a preference for written communication – these requests have been either misunderstood, misinterpreted as seeking legal advice, or inadequately addressed.

The lack of appropriate accommodations has severely hindered my ability to engage effectively in the CHRO process and has added unnecessary complications to an already challenging situation. This not only impacts my individual case but also sets a concerning precedent for others in similar circumstances seeking fair treatment and support from the CHRO.

The response from the CHRO suggesting I seek assistance from Legal Aid or the UConn School of Law Legal Clinic fails to recognize the nature of my request, which is for administrative support to navigate their procedures due to my disability, and not for legal advice.

I am seeking the following actions to be taken in response to this complaint:

1. A thorough review of my interactions with the CHRO, specifically focusing on their responses (or lack thereof) to my requests for reasonable accommodations.
2. Implementation of measures to ensure that the CHRO staff are adequately trained in ADA compliance, particularly in understanding and providing reasonable accommodations to individuals with disabilities.
3. Provision of the necessary accommodations to allow me to complete the CHRO process effectively, as originally requested.

I believe these steps are essential not only for addressing my individual situation but also for ensuring that the CHRO upholds its responsibilities under

the ADA and provides an accessible and equitable process for all individuals, regardless of their abilities.

The legal case of David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220.'

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by:
David Medeiros and ABI Resources LLC
Date: November 21, 2023
ABI Resources LLC
39 Kings Hwy STE C
Gales Ferry, CT. 06226
860 942-0365

These records are crucial for understanding the dynamics of interactions with these key figures in the context of disability rights and whistleblower protections.

Would you please ensure my request is provided to Federal and State Department Executives and Associated staff so they may ensure justice and stay completely updated and informed:

- Connecticut Department of Social Services Commissioner Andrea Barton Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
- U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
- Connecticut Governor Ned Lamont
- Lieutenant Governor Susan Bysiewicz
- Secretary of State Denise Merrill
- Attorney General William Tong
- State Treasurer Shawn Wooden
- State Comptroller Kevin Lembo

- State Auditors John Geragosian and Rob Kane
- U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
- Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
- U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A. Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
- Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
- The Department of Labor DOL
- Government Accountability Office GAO
- Connecticut General Assembly CGA

Follow-up Mechanism: I respectfully request a formal response to this complaint along with an action plan for addressing these concerns.

Call for External Review or Audit: I urge an independent audit of the CHRO's processes to ensure objective assessment and rectification.

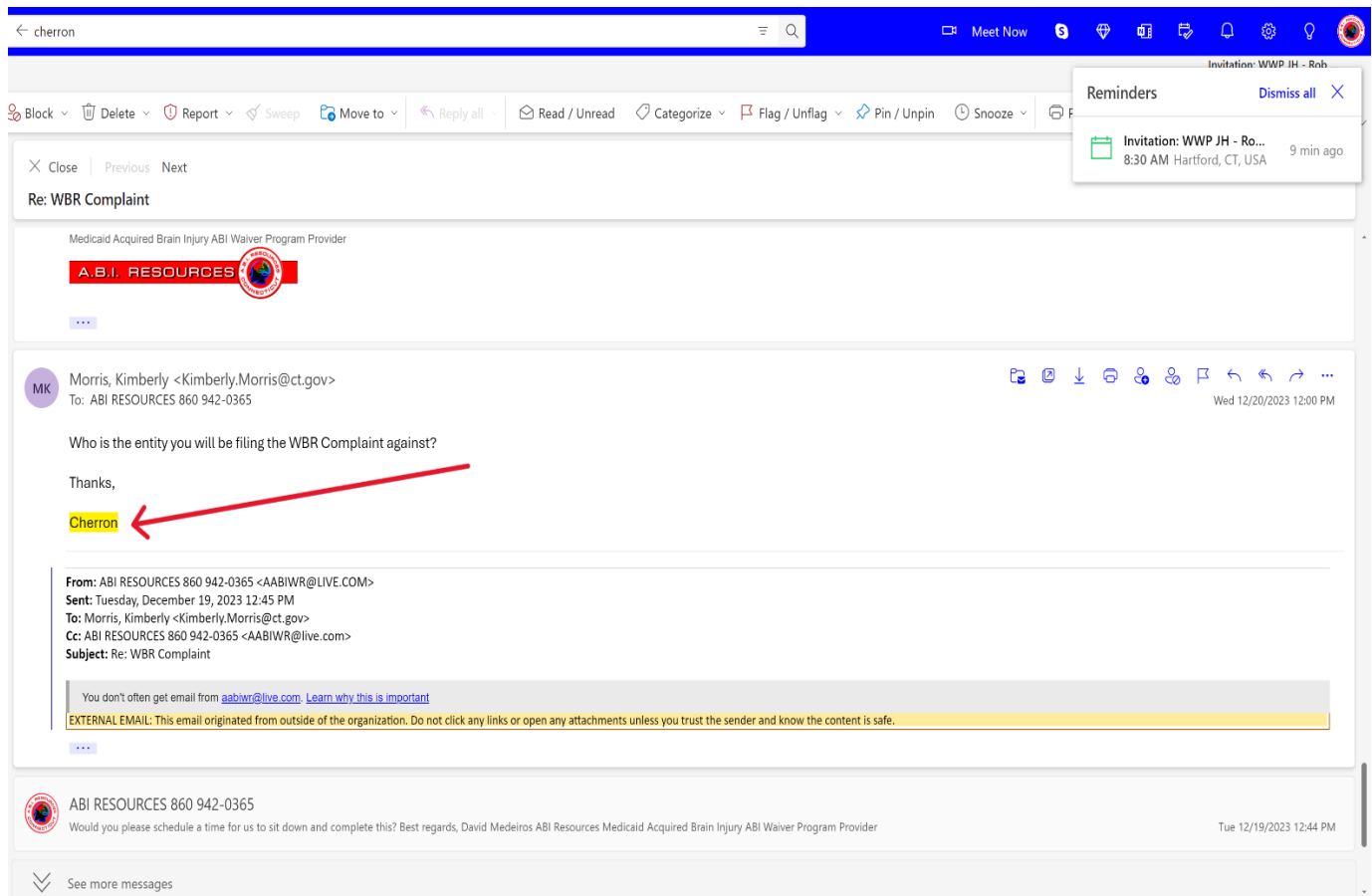
I trust that this matter will be addressed with the seriousness it warrants, not only for my case but for the benefit of all individuals with disabilities in Connecticut.

Thank you for your attention to this matter. I look forward to a prompt and constructive response that serves the greatest good.

Best regards,
David Medeiros
 David Medeiros
 ABI Resources, CEO, Director, Team Member
 Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.



CHRO Judge Dr. Cherron Payne



After a comprehensive discovery process, it has been identified that Dr. Cherron Payne, from Farmington, Connecticut, has been appointed to a significant role within the Connecticut Commission on Human Rights and Opportunities (CHRO). Governor Ned Lamont announced the appointment of Dr. Payne, along with Jon FitzGerald of Bristol, to serve as administrative law judges for the CHRO. Furthermore, Dr. Payne has been designated as the chief human rights referee by Governor Lamont.

The following are new concerns and complaints.

- Judge Dr. Payne, along with Jon FitzGerald of Bristol, serve as administrative law judges for the CHRO but more importantly, Judge Dr. Cherron Payne is to ensure that my civil rights are adhered to. The communication from Judge Dr. Cherron Payne serves as several significant conflicts of interest.
- CHRO failed the Connecticut General Assembly CGA audit dated December 20, 2023. CT's state auditors provide independent and objective audits of the operations of state government and protection against waste, fraud, and abuse.
- CHRO continues to complicate communication challenges in my self-advocacy efforts.
- CHRO continues to request information that has already been submitted.

- CHRO is responsible for ensuring equity and opportunity for Connecticut small and minority business enterprises owned by women, ethnic minorities, and people with disabilities. CHRO is not ensuring equity and opportunity.

NOT THE COMMISSIONER



State of Connecticut
COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES
Capitol Region Office ~ 450 Columbus Boulevard, Suite 2, Hartford, CT 06103
Promoting Equality and Justice for all People

December 15, 2023

NOT THE COMMISSIONER

Via email: deidre.gifford@ct.gov

Diedre S. Gifford, MD, MPH
Commissioner
Department of Social Services
55 Farmington Avenue
Hartford, CT 06105

RE: David Medeiros v. State of CT, Department of Social Services
CHRO No. 2410220
EEOC No. N/A

Dear Commissioner Gifford:

A complaint, referenced above, has been filed with the Commission on March 28, 2023, but due to an administrative error the service was delayed, the Commission apologizes about any inconvenience this may have the caused the Respondent. A copy of the complaint is attached.

The enclosed General Notice advises you of your rights, duties, and responsibilities. Please read carefully the information contained in the notice. The enclosed Notice Regarding Out of State Attorneys advises that all attorneys practicing before the Commission must be admitted to practice law in Connecticut and that it is the responsibility of all counsel to comply with Connecticut practice rules. Also enclosed is important information with respect to the no fault conciliation process. The Commission is available to assist you if you wish to pursue settlement of this complaint. If you wish to conciliate the complaint prior to providing an answer, you must notify the Commission within 10 days of receipt of the enclosed complaint.

You must file an answer to the complaint under oath with the Commission within 30 days of receipt of this complaint unless pre-answer conciliation has been requested. If you fail to answer the complaint within this time, you may be defaulted by the Commission. Parties are encouraged to submit all filings by email only without an additional hardcopy if possible. You must email a scanned copy of your signed and notarized Answer to chro.capitol@ct.gov and dedra.morris@ct.gov.

Main (860) 566-7710 ~ Fax (860) 566-1997
www.ct.gov/chro - Toll Free in Connecticut (800) 477-8737
Affirmative Action/Equal Opportunity Employer

263 DAYS LATER



State of Connecticut
COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES

Capitol Region Office ~ 450 Columbus Boulevard, Suite 2, Hartford, CT 06103

Promoting Equality and Justice for all People

December 15, 2023

Via email: aabiwr@live.com

David Medeiros
215 Mountain Street
Willimantic, CT 06226

RE: David Medeiros v. State of CT, Department of Social Services
CHRO No. 2410220
EEOC No. N/A

Dear Mr. Medeiros:

This letter confirms that your complaint, referenced above, has been filed with the Commission on March 28, 2023, but due to an administrative error the service was delayed, the Commission apologizes for any inconvenience this may have caused you.

The enclosed General Notice advises you of your rights, duties, and responsibilities. **Please read carefully the information contained in the notice.**

You have a duty to respond timely to any information or assistance requested and to cooperate with the Commission at all times. It is your sole duty and responsibility to notify the Commission of your whereabouts at all times throughout the pendency of this complaint. In the event that your address, telephone number, or email address changes, it is your duty to notify the Commission immediately in writing. **Parties are encouraged to submit all filings by email only without an additional hardcopy if possible. Emailed filings with Capitol Region Office should be emailed to CHRO.Capitol@ct.gov.**

Also, you have a duty to certify to the Commission that you have provided the Respondent with copies of all documents you file with the Commission. For your convenience and use, the enclosed Certification Form is made available.

If I can be of further assistance, please do not hesitate to contact me.

NO NAME

Commission on Human Rights and Opportunities
Capitol Region Office
450 Columbus Boulevard, Suite 2
Hartford, CT 06103
860-541-3456

Main (860) 566-7710 ~ Fax (860) 566-1997
www.ct.gov/chro - Toll Free in Connecticut (800) 477-8737
Affirmative Action/Equal Opportunity Employer

Re: WBR Complaint

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

Sat 12/23/2023 7:38 AM

To: Morris, Kimberly <Kimberly.Morris@ct.gov>

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

12.23.2023

Clarification on Request for Accommodations in Filing Whistleblower Complaint

Dear Ms. Kimberly D. Morris,

I appreciate the clarity provided regarding the role of Dr. Payne and the communication protocols with the referees. I understand and respect the need to maintain fairness and impartiality in this process.

I would like to clarify that my request for assistance is specifically related to accommodations for my disability, in line with the Americans with Disabilities Act (ADA). As a person living with a brain injury and a stroke survivor, I face unique challenges in processing and completing complex tasks, such as understanding and filling out the whistleblower complaint form. This request is not for legal advice on the content of the complaint but rather for administrative assistance that accounts for my disability.

The suggestion to contact Legal Aid or the UConn School of Law Legal Clinic, while appreciated, does not address the core of my request. My need is for reasonable accommodations in the administrative process of filing the complaint, not for legal guidance on its substance.

To ensure my full and equitable participation in this process, I kindly request the following accommodations:

Administrative Assistance: Someone to guide me through the process, ensuring that I understand each step and that my responses are accurately recorded, given the cognitive challenges I face due to my disability.

Written Communication: Due to the difficulties I experience with phone communications, I request that our interactions continue via email or written messages, allowing me to better process and retain information.

I believe these accommodations are reasonable and necessary for me to engage effectively in this process, ensuring that my rights as an individual with a disability are respected and upheld.

I am committed to maintaining clear, respectful, and professional communication throughout this process. Your understanding and cooperation in providing these accommodations would be greatly appreciated.

Lastly, as per my previous request, could you please provide the contact information of your supervisors and our full chain of communications? This would aid in ensuring transparency and maintaining a record of our interactions.

Thank you for your attention to this important matter. I look forward to your guidance and support in providing these necessary accommodations.

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider



From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Friday, December 22, 2023 2:57 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

Mr. Medeiros,

There has been no communication between you and Dr. Payne. The communication came from myself. The referees never contact the parties directly and you are not to contact the referees directly.

The whistleblower complaint form is self-explanatory. If you need assistance, you can contact Legal Aid or possibly the UConn School of Law Legal Clinic for help.

To ensure fairness and impartiality, OPH cannot assist with drafting the language for the actual complaint beyond reiterating the instructions that are on the whistleblower complaint form as well as the instructions that I've already given you.

Thank you.



www.ct.gov/chro



Kimberly D. Morris (she/her/hers)

Secretary II

Office of Public Hearings

Commission on Human Rights and Opportunities

450 Columbus Blvd., Suite 2

Hartford CT 06103 | AA/EOE

P: 860-418-8770 | F: 860-418-8780 | Direct: 860-541-4711 |

Kimberly.morris@ct.gov

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

Sent: Friday, December 22, 2023 8:39 AM

To: Morris, Kimberly <Kimberly.Morris@ct.gov>

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

Subject: Re: WBR Complaint

Importance: High

You don't often get email from aabiwr@live.com. [Learn why this is important](#)

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.

12.22.2023 Subject: Request for Accommodations for Completing CHRO Requirements

Dear Ms. Morris and Dr. Cherron Payne,

I appreciate your response and the role of your office. However, I must express my concern regarding the recent interactions. I am not seeking legal advice, and it is important to clarify that my inquiries are not in that vein. My aim is to navigate the procedures and functions of your office effectively, without unnecessary complications.

I am concerned that your communication may be veering into areas that are not relevant to my needs or intentions. It is crucial that we maintain a focus on the guidance I am seeking. The continual suggestion that I am asking for legal advice, or the repeated prompting for additional questions from my end, is not only unnecessary but also adds layers of complexity to an already challenging process.

Let's streamline our communication to be as clear and direct as possible.

I am writing to request specific accommodations to assist me in completing the necessary documentation and notarizations for the CHRO requirements. As a person living with a brain injury and as a stroke survivor, I face certain challenges that require additional support in managing complex tasks.

I kindly request the opportunity to sit down with a person who can assist me in completing all the CHRO requirements, including documentation filings and notarizations. This support is crucial to ensure that my submissions are accurate and complete, given my disability.

I would like to clarify that I am not seeking legal advice through this request. My sole intention is to obtain the necessary administrative assistance to navigate the procedural aspects of the CHRO requirements effectively, considering my disability.

Your understanding and support in providing these accommodations would be greatly appreciated. This will not only aid me in fulfilling my responsibilities but also ensure that my rights and needs as an individual with a disability are respected and addressed appropriately.

As part of my ongoing commitment to effective and clear communication, I would like to express that phone call communications present significant challenges, both in terms of fully participating in the conversation and referencing the details at a later time. Due to the nature of my personal circumstances, including living with a brain injury and being a stroke survivor, I find that alternate forms of communication, such as email or written messages, are more conducive to my ability to engage fully and retain the information exchanged. These methods allow me to better process, understand, and refer back to the details of our interactions. I appreciate your understanding and accommodation in this matter, as it will greatly enhance our communication and collaboration.

Please let me know a convenient time for us to sit down and complete this matter further or to arrange the necessary assistance. Your guidance and support in this process are invaluable to me.

Lastly, would you please contact your supervisors and inform them that I am now requesting their support in navigating this challenge? Would you also please provide your supervisor's names and contact information as well as our full chain of communications?

Thank you for your attention to this important matter.

Best regards,

David Medeiros

ABI Resources

Medicaid Acquired Brain Injury ABI Waiver Program Provider



From: Morris, Kimberly <Kimberly.Morris@ct.gov>

Sent: Friday, December 22, 2023 7:56 AM

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

Subject: RE: WBR Complaint

Good Morning,

The office cannot give out legal advice, if you have procedural questions, I will be able to help you with your questions. If you would like to discuss further with regard to procedures and functions of this office, you may contact me at 860-656-4385.

Thank you.



www.ct.gov/chro



Kimberly D. Morris (she/her/hers)

Secretary II

Office of Public Hearings

Commission on Human Rights and Opportunities

450 Columbus Blvd., Suite 2

Hartford CT 06103 | AA/EOE

P: 860-418-8770 | F: 860-418-8780 | Direct: 860-541-4711 |

Kimberly.morris@ct.gov

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

Sent: Thursday, December 21, 2023 8:30 AM

To: Morris, Kimberly <Kimberly.Morris@ct.gov>

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

Subject: Re: WBR Complaint

Importance: High

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12.21.2023

After a comprehensive discovery process, it has been identified that Dr. Cherron Payne, from Farmington, Connecticut, has been appointed to a significant role within the Connecticut Commission on Human Rights and Opportunities (CHRO). Governor Ned Lamont announced the appointment of Dr. Payne, along with Jon FitzGerald of Bristol, to serve as administrative law judges for the CHRO. Furthermore, Dr. Payne has been designated as the chief human rights referee by Governor Lamont.

The following are new concerns and complaints.

- Judge Dr. Payne, along with Jon FitzGerald of Bristol, serve as administrative law judges for the CHRO but more importantly, Judge Dr. Cherron Payne is to ensure that my civil rights are adhered to. The communication from Judge Dr. Cherron Payne serves as several significant conflicts of interest.
- CHRO failed the Connecticut General Assembly CGA audit dated December 20, 2023. CT's state auditors provide independent and objective audits of the operations of state government and protection against waste, fraud, and abuse.
- CHRO continues to complicate communication challenges in my self-advocacy efforts.
- CHRO continues to request information that has already been submitted.
- CHRO is responsible for ensuring equity and opportunity for Connecticut small and minority business enterprises owned by women, ethnic minorities, and people with disabilities. CHRO is not ensuring equity and opportunity.

Hello Cherron and Kimberly,

May I kindly ask for your complete name, title, and contact information? Your email was sent from Kimberly Morris kimberly.morris@ct.gov and I am confused as to who will be helping me.

I am writing to formally file a complaint of whistleblower retaliation and disability discrimination against the Connecticut Commission on Human Rights and Opportunities (CHRO) and the Connecticut Department of Social Services (DSS). As a person living with a recognized disability and a professional committed to ethical standards, I have encountered actions that I believe constitute a violation of my rights under relevant state and federal laws, including the Americans with Disabilities Act.

Specifically, this complaint addresses instances where I have been subjected to adverse actions and discriminatory treatment following my disclosure of unethical practices within both entities. These actions have not only impeded my professional duties but also have disregarded my rights and accommodations as an individual with a disability.

This complaint seeks to bring these issues to light, ensuring compliance with legal standards and promoting an environment that respects my rights and the rights and dignity of all individuals, regardless of their abilities. I am prepared to provide detailed information and evidence to support these claims and look forward to a thorough and fair investigation into these matters.

I trust that the CHRO and DSS will handle this complaint with the seriousness it deserves and will take appropriate actions to address the issues raised.

Thank you for your attention to this important matter.

Best regards,

David Medeiros

ABI Resources

Medicaid Acquired Brain Injury ABI Waiver Program Provider



From: Morris, Kimberly <Kimberly.Morris@ct.gov>

Sent: Wednesday, December 20, 2023 3:10 PM

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

Subject: RE: WBR Complaint

Who is the entity you will be filing the WBR Complaint against?

Thank you.



www.ct.gov/chro



Kimberly D. Morris (she/her/hers)
Secretary II
Office of Public Hearings
Commission on Human Rights and Opportunities
450 Columbus Blvd., Suite 2
Hartford CT 06103 | AA/EOE
P: 860-418-8770 | F: 860-418-8780 | Direct: 860-541-4711 |
Kimberly.morris@ct.gov

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, December 19, 2023 12:45 PM
To: Morris, Kimberly <Kimberly.Morris@ct.gov>
Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>
Subject: Re: WBR Complaint

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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.

Would you please schedule a time for us to sit down and complete this?

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

A.B.I. RESOURCES



From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Tuesday, December 19, 2023 12:36 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

Please fill out each line item on the complaint and have the complaint notarized, you can go to a bank to have the complaint notarized.

If you have questions regarding the procedures if this office, I'm willing to answer questions you may have.

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, December 19, 2023 12:24 PM
To: Morris, Kimberly <Kimberly.Morris@ct.gov>
Subject: Re: WBR Complaint
Importance: High

EXTERNAL EMAIL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Assist me in completing all these documents and notarizing them.

Best regards,
David Medeiros
ABI Resources
Medicaid Aquired Brain Injury ABI Waiver Program Provider

A.B.I. RESOURCES



From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Tuesday, December 19, 2023 12:22 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

What type of accommodations do you need?

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, December 19, 2023 12:21 PM
To: Morris, Kimberly <Kimberly.Morris@ct.gov>
Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>

Subject: Re: WBR Complaint**Importance:** High

You don't often get email from aabiwr@live.com. [Learn why this is important](#)

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.

Hello Ms. Morris,

Thank you for informing me about the need to complete the Whistleblower Retaliation (WBR) Complaint forms and having everything notarized. I appreciate your guidance in this process.

I am contacting you to request accommodations to assist me in completing all these documents and notarizing them.

Would you kindly provide me assistance with this process?

Your support would be greatly appreciated.

Thank you for your understanding.

Best regards,

David Medeiros

ABI Resources

Medicaid Acquired a Brain Injury ABI Waiver Program Provider

A.B.I. RESOURCES



From: Morris, Kimberly <Kimberly.Morris@ct.gov>

Sent: Tuesday, December 19, 2023 9:56 AM

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

Subject: WBR Complaint

Good Morning,

It has come to our attention that you would like to file a WBR Complaint.
Please fill out the attached complaint form and have it notarized and sent back.

Thank you.



www.ct.gov/chro



Kimberly D. Morris (she/her/hers)

Secretary II

Office of Public Hearings

Commission on Human Rights and Opportunities

450 Columbus Blvd., Suite 2

Hartford CT 06103 | AA/EOE

P: 860-418-8770 | F: 860-418-8780 | Direct: 860-541-4711 |

Kimberly.morris@ct.gov



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>

Date: 12/23/2023

**Subject: Formal Complaint Regarding the Failure to Provide
Reasonable Accommodations by the Commission on Human Rights
and Opportunities (CHRO)**

**Call for Systemic Change: CHRO's Failure in ADA Accommodation
Compliance**

Dear Governor Ned Lamont and Esteemed Members of the
Connecticut Government,

I am writing to emphasize the importance of effective communication and the dissemination of updated information regarding disability accommodations within our federal and state departments.

As an advocate for individuals with disabilities, I understand the critical role that timely and accurate information plays in ensuring that appropriate accommodations are provided. To this end, I kindly request your assistance in ensuring that all Federal and State Department Executives, along with their associated staff, are kept fully informed and updated about the latest developments, policies, and best practices in disability accommodations.

Your support in this initiative is not only crucial for compliance with legal standards but also embodies our collective commitment to creating an inclusive and supportive environment for all individuals, regardless of their abilities.

This is a formal complaint against the Commission on Human Rights and

Opportunities (CHRO) for their failure to provide the necessary reasonable accommodations in line with the Americans with Disabilities Act (ADA). My experiences as a person living with a brain injury and a stroke survivor have been met with significant challenges in the CHRO's processes, which I believe violate my rights under the ADA.

Despite clear and repeated requests for specific accommodations to assist me in completing the CHRO requirements – namely, assistance in understanding and completing complex documentation and a preference for written communication – these requests have been either misunderstood, misinterpreted as seeking legal advice, or inadequately addressed.

The lack of appropriate accommodations has severely hindered my ability to engage effectively in the CHRO process and has added unnecessary complications to an already challenging situation. This not only impacts my individual case but also sets a concerning precedent for others in similar circumstances seeking fair treatment and support from the CHRO.

The response from the CHRO suggesting I seek assistance from Legal Aid or the UConn School of Law Legal Clinic fails to recognize the nature of my request, which is for administrative support to navigate their procedures due to my disability, and not for legal advice.

I am seeking the following actions to be taken in response to this complaint:

1. A thorough review of my interactions with the CHRO, specifically focusing on their responses (or lack thereof) to my requests for reasonable accommodations.
2. Implementation of measures to ensure that the CHRO staff are adequately trained in ADA compliance, particularly in understanding and providing reasonable accommodations to individuals with disabilities.
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The legal case of David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220.'

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by:
David Medeiros and ABI Resources LLC
Date: November 21, 2023
ABI Resources LLC
39 Kings Hwy STE C
Gales Ferry, CT. 06226
860 942-0365

These records are crucial for understanding the dynamics of interactions with these key figures in the context of disability rights and whistleblower protections.

Would you please ensure my request is provided to Federal and State Department Executives and Associated staff so they may ensure justice and stay completely updated and informed:

- Connecticut Department of Social Services Commissioner Andrea Barton Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
- U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
- Connecticut Governor Ned Lamont
- Lieutenant Governor Susan Bysiewicz
- Secretary of State Denise Merrill
- Attorney General William Tong
- State Treasurer Shawn Wooden
- State Comptroller Kevin Lembo

- State Auditors John Geragosian and Rob Kane
- U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
- Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
- U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A. Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
- Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
- The Department of Labor DOL
- Government Accountability Office GAO
- Connecticut General Assembly CGA

Follow-up Mechanism: I respectfully request a formal response to this complaint along with an action plan for addressing these concerns.

Call for External Review or Audit: I urge an independent audit of the CHRO's processes to ensure objective assessment and rectification.

I trust that this matter will be addressed with the seriousness it warrants, not only for my case but for the benefit of all individuals with disabilities in Connecticut.

Thank you for your attention to this matter. I look forward to a prompt and constructive response that serves the greatest good.

Best regards,
David Medeiros
 David Medeiros
 ABI Resources, CEO, Director, Team Member
 Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.





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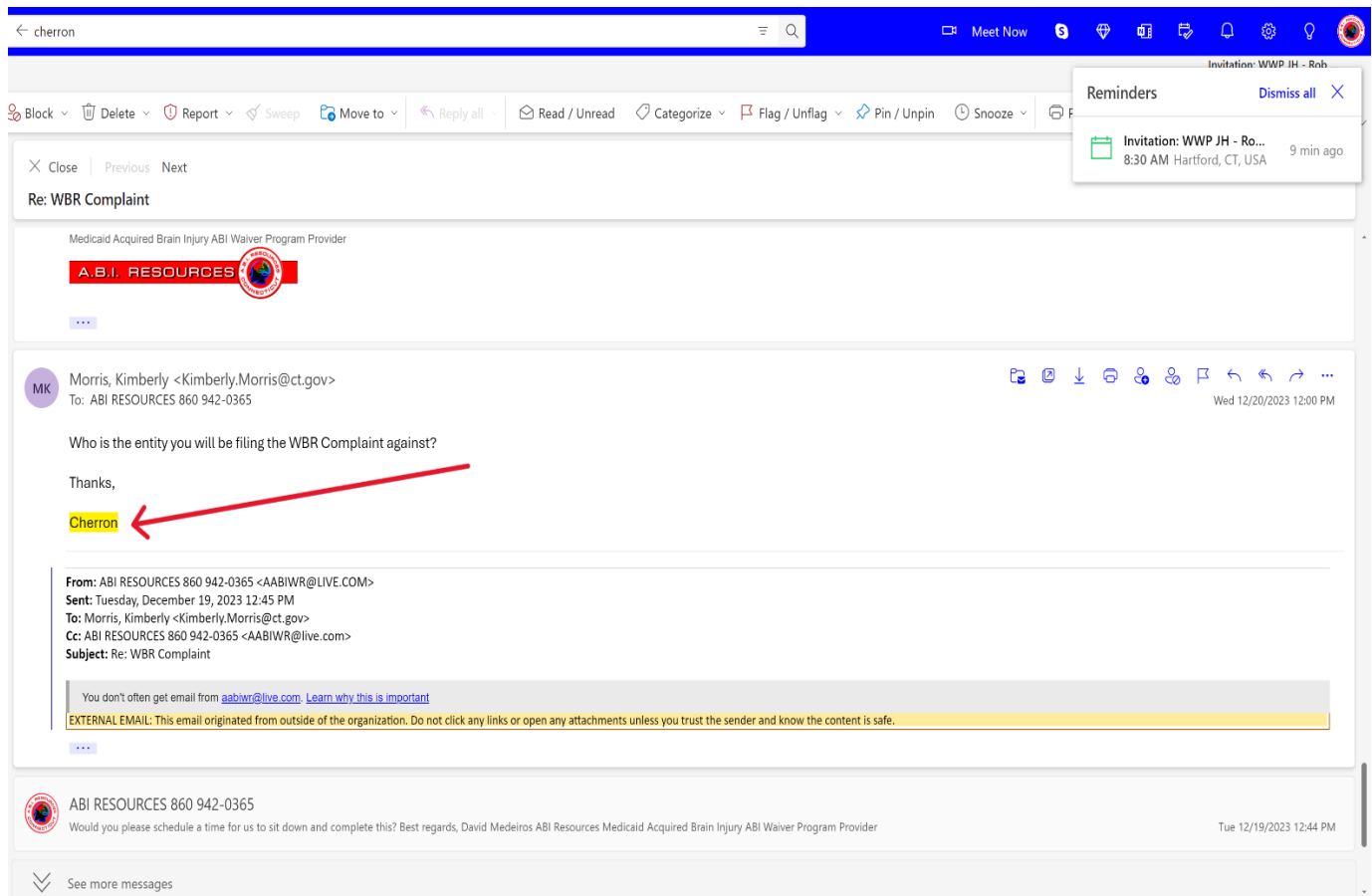
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Best regards,
David Medeiros
 David Medeiros
 ABI Resources, CEO, Director, Team Member
 Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.



CHRO Judge Dr. Cherron Payne



After a comprehensive discovery process, it has been identified that Dr. Cherron Payne, from Farmington, Connecticut, has been appointed to a significant role within the Connecticut Commission on Human Rights and Opportunities (CHRO). Governor Ned Lamont announced the appointment of Dr. Payne, along with Jon FitzGerald of Bristol, to serve as administrative law judges for the CHRO. Furthermore, Dr. Payne has been designated as the chief human rights referee by Governor Lamont.

The following are new concerns and complaints.

- Judge Dr. Payne, along with Jon FitzGerald of Bristol, serve as administrative law judges for the CHRO but more importantly, Judge Dr. Cherron Payne is to ensure that my civil rights are adhered to. The communication from Judge Dr. Cherron Payne serves as several significant conflicts of interest.
- CHRO failed the Connecticut General Assembly CGA audit dated December 20, 2023. CT's state auditors provide independent and objective audits of the operations of state government and protection against waste, fraud, and abuse.
- CHRO continues to complicate communication challenges in my self-advocacy efforts.
- CHRO continues to request information that has already been submitted.

- CHRO is responsible for ensuring equity and opportunity for Connecticut small and minority business enterprises owned by women, ethnic minorities, and people with disabilities. CHRO is not ensuring equity and opportunity.

NOT THE COMMISSIONER



State of Connecticut
COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES
 Capitol Region Office ~ 450 Columbus Boulevard, Suite 2, Hartford, CT 06103
Promoting Equality and Justice for all People

December 15, 2023

NOT THE COMMISSIONER

Via email: deidre.gifford@ct.gov

Diedre S. Gifford, MD, MPH
 Commissioner
 Department of Social Services
 55 Farmington Avenue
 Hartford, CT 06105

RE: David Medeiros v. State of CT, Department of Social Services
CHRO No. 2410220
EEOC No. N/A

Dear Commissioner Gifford:

A complaint, referenced above, has been filed with the Commission on March 28, 2023, but due to an administrative error the service was delayed, the Commission apologizes about any inconvenience this may have the caused the Respondent. A copy of the complaint is attached.

The enclosed General Notice advises you of your rights, duties, and responsibilities. Please read carefully the information contained in the notice. The enclosed Notice Regarding Out of State Attorneys advises that all attorneys practicing before the Commission must be admitted to practice law in Connecticut and that it is the responsibility of all counsel to comply with Connecticut practice rules. Also enclosed is important information with respect to the no fault conciliation process. The Commission is available to assist you if you wish to pursue settlement of this complaint. If you wish to conciliate the complaint prior to providing an answer, you must notify the Commission within 10 days of receipt of the enclosed complaint.

You must file an answer to the complaint under oath with the Commission within 30 days of receipt of this complaint unless pre-answer conciliation has been requested. If you fail to answer the complaint within this time, you may be defaulted by the Commission. Parties are encouraged to submit all filings by email only without an additional hardcopy if possible. You must email a scanned copy of your signed and notarized Answer to chro.capitol@ct.gov and dedra.morris@ct.gov.

Main (860) 566-7710 ~ Fax (860) 566-1997
www.ct.gov/chro - Toll Free in Connecticut (800) 477-8737
 Affirmative Action/Equal Opportunity Employer

263 DAYS LATER



State of Connecticut
COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES

Capitol Region Office ~ 450 Columbus Boulevard, Suite 2, Hartford, CT 06103

Promoting Equality and Justice for all People

December 15, 2023

Via email: aabiwr@live.com

David Medeiros
215 Mountain Street
Willimantic, CT 06226

RE: David Medeiros v. State of CT, Department of Social Services
CHRO No. 2410220
EEOC No. N/A

Dear Mr. Medeiros:

This letter confirms that your complaint, referenced above, has been filed with the Commission on March 28, 2023, but due to an administrative error the service was delayed, the Commission apologizes for any inconvenience this may have caused you.

The enclosed General Notice advises you of your rights, duties, and responsibilities. **Please read carefully the information contained in the notice.**

You have a duty to respond timely to any information or assistance requested and to cooperate with the Commission at all times. It is your sole duty and responsibility to notify the Commission of your whereabouts at all times throughout the pendency of this complaint. In the event that your address, telephone number, or email address changes, it is your duty to notify the Commission immediately in writing. **Parties are encouraged to submit all filings by email only without an additional hardcopy if possible. Emailed filings with Capitol Region Office should be emailed to CHRO.Capitol@ct.gov.**

Also, you have a duty to certify to the Commission that you have provided the Respondent with copies of all documents you file with the Commission. For your convenience and use, the enclosed Certification Form is made available.

If I can be of further assistance, please do not hesitate to contact me.

NO NAME

Commission on Human Rights and Opportunities
Capitol Region Office
450 Columbus Boulevard, Suite 2
Hartford, CT 06103
860-541-3456

Main (860) 566-7710 ~ Fax (860) 566-1997
www.ct.gov/chro - Toll Free in Connecticut (800) 477-8737
Affirmative Action/Equal Opportunity Employer



December 20, 2023

Today, our office released the audit [report](#) and audit [summary](#) on the Commission on Human Rights and Opportunities (CHRO) for the fiscal years ended June 30, 2021 and 2022.

The report notes that in all 21 discrimination complaints reviewed, CHRO did not consistently adhere to statutory processing deadlines. In addition, our review of CHRO's CO-59 asset management reports determined the reports were unreliable, due in part, to a lack of complete physical inventory inspections and reconciliations.

If you would like additional information, or if we can be of further assistance, please do not hesitate to contact us.

Sincerely,

John C. Geragosian
State Auditor

Clark J. Chapin
State Auditor



AUDIT SUMMARY

Commission on Human Rights and Opportunities

www.cga.ct.gov/apa

Fiscal Years Ended June 30, 2021 and 2022

ABOUT THE AGENCY



The principal duty of the Commission on Human Rights and Opportunities (CHRO) is to enforce state laws prohibiting discrimination in employment, housing, credit, and public accommodations through civil and human rights law enforcement.

CHRO processes discrimination complaints through case assessment, review, mediation, investigation, conciliation, prosecution, and adjudication. As part of its mission, CHRO acts as an advocate and provides education and outreach. It also enforces affirmative action laws and state agency contract compliance.

ABOUT THE AUDIT

We have audited certain operations of the Commission on Human Rights and Opportunities in fulfillment of our duties under Section 2-90 of the Connecticut General Statutes. The scope of our audit included, but was not necessarily limited to, the fiscal years ended June 30, 2021 and 2022. The objectives of our audit were to evaluate the:

1. Commission's internal controls over significant management and financial functions;
2. Commission's compliance with policies and procedures internal to the department or promulgated by other state agencies, as well as certain legal provisions; and
3. Effectiveness, economy, and efficiency of certain management practices and operations, including certain financial transactions.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

 **8 Findings**

Our audit identified internal control deficiencies; instances of noncompliance with laws, regulations, or policies; and a need for improvement in practices and procedures that warrant management's attention.

 **4 Repeat Finding**

NOTEWORTHY FINDINGS



Findings

1

In 21 of 21 discrimination complaints reviewed, CHRO did not consistently adhere to statutory processing deadlines.

2

Our review of CHRO's CO-59 asset management reports determined the reports were unreliable, due in part, to a lack of complete physical inventory inspections and reconciliations.

3

CHRO did not have sufficient information technology resources to effectively support its three areas of service in discrimination case management, contractor compliance, and affirmative action reporting.

4

CHRO was unable to document that it met statutorily required timelines for affirmative action plans submitted by contractors because it did not track the date that the plans were approved or disapproved.



Recommendations

CHRO should process discrimination complaints and determine reasonable cause within the statutory deadlines.

CHRO should work with the Department of Labor to ensure compliance with asset management requirements in Section 4-36 of the General Statutes and the State Property Control Manual.

CHRO should continue to pursue funding and obtain appropriate staffing resources to improve its information management capacity and agency efficiency. The commission should develop a strategy to upgrade its current information technology systems, provide training, and implement electronic processing of state agency and contractor affirmative action plans.

CHRO should improve monitoring over the review of contractor affirmative action plans to ensure that it meets statutory deadlines.



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Date: 12/23/2023

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Date: 12/28/2023

Complaint: Evaluating the Implications and Solutions for Equitable Referral Distribution in Connecticut's Disability Support Services for people and family programs managed by The Connecticut Department of Social Services.

When considering the recent update on care management practices, particularly in the context of the methodology for distributing referrals within the Department of Social Services provider network, there are several potential conflicts of interest that are concerning. Care management states:

“If a Client doesn't have a preferred provider, the Care Manager uses a specially designed, proprietary software system to ensure equitable randomization of referrals to a provider enrolled with the Department of Social Services that can render the required services.”

These conflicts can affect both service recipients (individuals and families) and service providers. There is no specific mention of a CMS-approved systematic electronic randomized referral program in the current documentation and resources available from HHS and CMS.

For Recipients and Families:

Lack of Choice Transparency: If clients are unaware of the full range of available providers, they might not be able to make a truly informed choice, potentially leading to a mismatch in services received and services needed.

Potential Bias in Software Algorithm: The proprietary software used for

randomizing referrals may have inherent biases or flaws that could skew referral distribution, possibly disadvantaging certain groups of recipients.

Limited Accountability: Without public access to the referral process, recipients and their families might have limited recourse to question or challenge referral decisions.

Perceived Inequity: Even if the system is fair in practice, the perception of inequity can undermine trust in the system and affect recipient satisfaction and engagement with services.

Conflict with Personal Preferences: The system might override personal preferences of recipients in favor of an algorithmic choice, which could lead to dissatisfaction or less effective services.

The implementation of a referral distribution using a proprietary software system, if not carefully managed, presents several risks that could negatively impact, discriminate, manipulate, mislead, and inadequately accommodate disabled people and their families. It's crucial to comprehensively understand these risks to ensure that the system is fair and equitable for all involved.

Risk of Inequitable Service Access

Discrimination in Algorithm: If the software algorithm isn't designed with an in-depth understanding of diverse needs, it could inadvertently favor certain groups over others, leading to systemic discrimination.

Geographical Disparities: The system might not adequately account for geographic distribution, leading to some areas being underserved.

Manipulation of Service Provision

Provider Gaming the System: Providers might find ways to manipulate the

system to receive more referrals, regardless of their suitability or quality of service.

Inaccurate Representation of Services: Providers could misrepresent their capabilities or specialize in certain areas to receive more referrals, potentially neglecting the broader needs of the disabled community.

Misleading Information to Recipients

Lack of Transparency: Without clear insight into how the referral system works, families may be misled into believing they are receiving the best possible match for services when this might not be the case.

Over-reliance on Software Decision: Families might assume that the software's choice is the most suitable without exploring other options that might better meet their specific needs.

Failure to Accommodate Specific Needs

One-Size-Fits-All Approach: A software-driven approach may not effectively account for the unique, individualized needs of each disabled person, leading to inadequate service provision.

Lack of Personalization: The algorithm may not consider the personal preferences, cultural needs, or specific circumstances of individuals and families.

Limited Recourse for Inadequate Service Matching

Difficulty in Revising Referrals: Once a referral is made, it might be challenging for families to seek a revision or a new provider if the match is not suitable.

Inadequate Complaint Resolution Mechanisms: If there aren't effective channels for addressing grievances, families may feel powerless to challenge or change unsatisfactory service arrangements.

Potential for Exploitation and Abuse

Vulnerability to Poor Service Quality: Disabled individuals, being a vulnerable population, might be subjected to lower-quality services if providers are not adequately vetted or monitored.

Risk of Fraud: There could be an increased risk of fraudulent activities, with unscrupulous entities exploiting the system for financial gain.

Social and Emotional Impacts

Erosion of Trust: A system perceived as unfair or opaque can erode trust among disabled individuals and their families, impacting their willingness to seek necessary services.

Stress and Anxiety: Dealing with an impersonal and potentially unsuitable referral system can add significant stress and anxiety to already challenging situations.

Wider Systemic Issues

Resource Misallocation: An inefficient referral system can lead to a misallocation of vital resources, affecting the overall quality and availability of services.

Barrier to Service Improvement: If feedback from recipients is not adequately captured and addressed, there will be little incentive for service improvement and innovation.

Legal and Ethical Implications

Non-Compliance with ADA: The system might inadvertently fail to comply with the Americans with Disabilities Act (ADA) and other legal mandates for equitable service provision.

Ethical Concerns: Ethical issues arise when a system does not fully respect the dignity, rights, and specific needs of disabled individuals.

Addressing these risks requires a robust, transparent, and flexible approach that prioritizes the diverse needs and preferences of disabled individuals and their families. Regular monitoring, stakeholder feedback, and a willingness to adjust the system based on real-world impacts are essential to ensuring it serves its intended purpose effectively and equitably.

For Service Providers:

Equitable Access to Referrals: There is a potential for unequal distribution of referrals, which can financially impact smaller providers or those new to the network.

Transparency in Selection Criteria: Lack of clarity about how providers are evaluated and chosen by the software can create distrust or a sense of unfair competition among providers.

Dependency on Algorithm for Business Growth: Providers may become overly dependent on the software for referrals, reducing their ability to grow and market their services independently.

Potential for Manipulation: If certain providers have more knowledge or influence over the system, they could potentially manipulate it to their advantage.

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Consider consultation with recognized esteemed organizations.

National and International Organizations:

- American Association of People with Disabilities (AAPD)
- The Consortium for Citizens with Disabilities (CCD)
- Disability Rights Education and Defense Fund (DREDF)
- Disabled in Action (DIA)
- Equip for Equality
- National Disability Rights Network (NDRN)
- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

Please refer to the case of David Medeiros v. State of CT Department of Social Services (CHRO No. 2410220), in which I am directly involved. This case underlines the urgent need for transparency and accountability within state-managed disability support programs. Given the direct connection of this request to the following

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.
Whistleblower Report Prepared by: David Medeiros and ABI Resources LLC Date: November 21, 2023 ABI Resources LLC 39 Kings Hwy STE C Gales Ferry, CT. 06226 860 942-0365
- 12.23.2023 Letter - Governor Ned Lamont: Addressing Systemic Failure in ADA Compliance and Disability Discrimination in Connecticut – A Call to Action Against Whistleblower Retaliation and the Failure of CT DSS and CHRO to Uphold Disability Rights.

Thank you for your assistance and consideration.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.



**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>

Date: 12/28/2023

Complaint: Evaluating the Implications and Solutions for Equitable Referral Distribution in Connecticut's Disability Support Services for people and family programs managed by The Connecticut Department of Social Services.

When considering the recent update on care management practices, particularly in the context of the methodology for distributing referrals within the Department of Social Services provider network, there are several potential conflicts of interest that are concerning. Care management states:

“If a Client doesn't have a preferred provider, the Care Manager uses a specially designed, proprietary software system to ensure equitable randomization of referrals to a provider enrolled with the Department of Social Services that can render the required services.”

These conflicts can affect both service recipients (individuals and families) and service providers. There is no specific mention of a CMS-approved systematic electronic randomized referral program in the current documentation and resources available from HHS and CMS.

For Recipients and Families:

Lack of Choice Transparency: If clients are unaware of the full range of available providers, they might not be able to make a truly informed choice, potentially leading to a mismatch in services received and services needed.

Potential Bias in Software Algorithm: The proprietary software used for

randomizing referrals may have inherent biases or flaws that could skew referral distribution, possibly disadvantaging certain groups of recipients.

Limited Accountability: Without public access to the referral process, recipients and their families might have limited recourse to question or challenge referral decisions.

Perceived Inequity: Even if the system is fair in practice, the perception of inequity can undermine trust in the system and affect recipient satisfaction and engagement with services.

Conflict with Personal Preferences: The system might override personal preferences of recipients in favor of an algorithmic choice, which could lead to dissatisfaction or less effective services.

The implementation of a referral distribution using a proprietary software system, if not carefully managed, presents several risks that could negatively impact, discriminate, manipulate, mislead, and inadequately accommodate disabled people and their families. It's crucial to comprehensively understand these risks to ensure that the system is fair and equitable for all involved.

Risk of Inequitable Service Access

Discrimination in Algorithm: If the software algorithm isn't designed with an in-depth understanding of diverse needs, it could inadvertently favor certain groups over others, leading to systemic discrimination.

Geographical Disparities: The system might not adequately account for geographic distribution, leading to some areas being underserved.

Manipulation of Service Provision

Provider Gaming the System: Providers might find ways to manipulate the

system to receive more referrals, regardless of their suitability or quality of service.

Inaccurate Representation of Services: Providers could misrepresent their capabilities or specialize in certain areas to receive more referrals, potentially neglecting the broader needs of the disabled community.

Misleading Information to Recipients

Lack of Transparency: Without clear insight into how the referral system works, families may be misled into believing they are receiving the best possible match for services when this might not be the case.

Over-reliance on Software Decision: Families might assume that the software's choice is the most suitable without exploring other options that might better meet their specific needs.

Failure to Accommodate Specific Needs

One-Size-Fits-All Approach: A software-driven approach may not effectively account for the unique, individualized needs of each disabled person, leading to inadequate service provision.

Lack of Personalization: The algorithm may not consider the personal preferences, cultural needs, or specific circumstances of individuals and families.

Limited Recourse for Inadequate Service Matching

Difficulty in Revising Referrals: Once a referral is made, it might be challenging for families to seek a revision or a new provider if the match is not suitable.

Inadequate Complaint Resolution Mechanisms: If there aren't effective channels for addressing grievances, families may feel powerless to challenge or change unsatisfactory service arrangements.

Potential for Exploitation and Abuse

Vulnerability to Poor Service Quality: Disabled individuals, being a vulnerable population, might be subjected to lower-quality services if providers are not adequately vetted or monitored.

Risk of Fraud: There could be an increased risk of fraudulent activities, with unscrupulous entities exploiting the system for financial gain.

Social and Emotional Impacts

Erosion of Trust: A system perceived as unfair or opaque can erode trust among disabled individuals and their families, impacting their willingness to seek necessary services.

Stress and Anxiety: Dealing with an impersonal and potentially unsuitable referral system can add significant stress and anxiety to already challenging situations.

Wider Systemic Issues

Resource Misallocation: An inefficient referral system can lead to a misallocation of vital resources, affecting the overall quality and availability of services.

Barrier to Service Improvement: If feedback from recipients is not adequately captured and addressed, there will be little incentive for service improvement and innovation.

Legal and Ethical Implications

Non-Compliance with ADA: The system might inadvertently fail to comply with the Americans with Disabilities Act (ADA) and other legal mandates for equitable service provision.

Ethical Concerns: Ethical issues arise when a system does not fully respect the dignity, rights, and specific needs of disabled individuals.

Addressing these risks requires a robust, transparent, and flexible approach that prioritizes the diverse needs and preferences of disabled individuals and their families. Regular monitoring, stakeholder feedback, and a willingness to adjust the system based on real-world impacts are essential to ensuring it serves its intended purpose effectively and equitably.

For Service Providers:

Equitable Access to Referrals: There is a potential for unequal distribution of referrals, which can financially impact smaller providers or those new to the network.

Transparency in Selection Criteria: Lack of clarity about how providers are evaluated and chosen by the software can create distrust or a sense of unfair competition among providers.

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- Jason Doucette - District 13, Democratic
- Tom Delnicki - District 14, Republican
- Bobby Gibson - District 15, Democratic
- Melissa E. Osborne - District 16, Democratic
- Eleni Kavros DeGraw - District 17, Democratic
- Jillian Gilchrest - District 18, Democratic
- Tammy Exum - District 19, Democratic
- Kate Farrar - District 20, Democratic
- Mike Demicco - District 21, Democratic
- Francis Rexford Cooley - District 22, Republican
- Devin Carney - District 23, Republican
- Manny Sanchez - District 24, Democratic
- Bobby Sanchez - District 25, Democratic
- Peter Tercyak - District 26, Democratic
- Gary Turco - District 27, Democratic
- Amy Morrin Bello - District 28, Democratic
- Kerry Szeps Wood - District 29, Democratic
- Donna Veach - District 30, Republican
- Jill Barry - District 31, Democratic
- Christie Carpino - District 32, Republican
- Brandon Chafee - District 33, Democratic
- Irene Haines - District 34, Republican
- Chris Aniskovich - District 35, Republican
- Christine Palm - District 36, Democratic
- Holly Cheeseman - District 37, Republican

- Kathleen McCarty - District 38, Republican
- Anthony Nolan - District 39, Democratic
- Christine Conley - District 40, Democratic
- André Bumgardner - District 41, Democratic
- Keith Denning - District 42, Democratic
- Greg Howard - District 43, Republican
- Anne Dauphinais - District 44, Republican
- Brian Lanoue - District 45, Republican
- Derell Wilson - District 46, Democratic
- Doug Dubitsky - District 47, Republican
- Mark DeCaprio - District 48, Republican
- Susan Johnson - District 49, Democratic
- Pat Boyd - District 50, Democratic
- Ricky Hayes - District 51, Republican
- Kurt Vail - District 52, Republican
- Tammy Nuccio - District 53, Republican
- Gregory Haddad - District 54, Democratic
- Steve Weir - District 55, Republican
- Kevin Brown - District 56, Democratic
- Jaime Foster - District 57, Democratic
- Tom Arnone - District 58, Democratic
- Carol Hall - District 59, Republican
- Jane Garibay - District 60, Democratic
- Tami Zawistowski - District 61, Republican
- Mark Anderson - District 62, Republican
- Jay Case - District 63, Republican
- Maria Horn - District 64, Democratic
- Michelle Cook - District 65, Democratic
- Karen Reddington-Hughes - District 66, Republican
- William Buckbee - District 67, Republican
- Joe Polletta - District 68, Republican
- Cindy Harrison - District 69, Republican
- Seth Bronko - District 70, Republican
- William Pizzuto - District 71, Republican
- Larry Butler - District 72, Democratic
- Ronald Napoli Jr. - District 73, Democratic
- Michael DiGiovancarlo - District 74, Democratic
- Geraldo Reyes - District 75, Democratic
- John Piscopo - District 76, Republican
- Cara Pavalock-D'Amato - District 77, Republican
- Joe Hoxha - District 78, Republican
- Mary Fortier - District 79, Democratic
- Gale Mastrofrancesco - District 80, Republican
- Christopher Poulos - District 81, Democratic
- Michael Quinn - District 82, Democratic
- Jonathan Fazzino - District 83, Democratic
- Hilda Santiago - District 84, Democratic
- Mary Mushinsky - District 85, Democratic
- Vincent Candelora - District 86, Republican
- Dave Yaccarino Sr. - District 87, Republican
- Joshua Elliott - District 88, Democratic
- Lezlye Zupkus - District 89, Republican
- Craig Fishbein - District 90, Republican
- Michael D'Agostino - District 91, Democratic

- Patricia Dillon - District 92, Democratic
- Toni Walker - District 93, Democratic
- Robyn Porter - District 94, Democratic
- Juan Candelaria - District 95, Democratic
- Roland J. Lemar - District 96, Democratic
- Alphonse Paolillo - District 97, Democratic
- Moira Rader - District 98, Democratic
- Joseph Zullo - District 99, Republican
- Kai Juanna Belton - District 100, Democratic
- John-Michael Parker - District 101, Democratic
- Robin Comey - District 102, Democratic
- Liz Linehan - District 103, Democratic
- Kara Rochelle - District 104, Democratic
- Nicole Klarides-Ditria - District 105, Republican
- Mitch Bolinsky - District 106, Republican
- Marty Foncello - District 107, Republican
- Pat Callahan - District 108, Republican
- Farley Santos - District 109, Democratic
- Bob Godfrey - District 110, Democratic
- Aimee Berger-Girvalo - District 111, Democratic
- Tony Scott - District 112, Republican
- Jason Perillo - District 113, Republican
- Mary Welander - District 114, Democratic
- Vacant - District 115
- Treneé McGee - District 116, Democratic
- Charles Ferraro - District 117, Republican
- Frank Smith - District 118, Democratic
- Kathy Kennedy - District 119, Republican
- Laura Dancho - District 120, Republican
- Joe Gresko - District 121, Democratic
- Ben McGorty - District 122, Republican
- David Rutigliano - District 123, Republican
- Andre Baker - District 124, Democratic
- Tom O'Dea - District 125, Republican
- Fred Gee Jr. - District 126, Democratic
- Marcus Brown - District 127, Democratic
- Christopher Rosario - District 128, Democratic
- Steven Stafstrom - District 129, Democratic
- Antonio Felipe - District 130, Democratic
- David Labriola - District 131, Republican
- Jennifer Leeper - District 132, Democratic
- Cristin Vahey - District 133, Democratic
- Sarah Keitt - District 134, Democratic
- Anne Hughes - District 135, Democratic
- Jonathan Steinberg - District 136, Democratic
- Kadeem Roberts - District 137, Democratic
- Rachel Chaleski - District 138, Republican
- Kevin Ryan - District 139, Democratic
- Travis Simms - District 140, Democratic
- Tracy Marra - District 141, Republican
- Lucy Dathan - District 142, Democratic
- Dominique Johnson - District 143, Democratic
- Hubert Delany - District 144, Democratic
- Corey Paris - District 145, Democratic

- David Michel - District 146, Democratic
- Matt Blumenthal - District 147, Democratic
- Anabel Figueroa - District 148, Democratic
- Rachel Khanna - District 149, Democratic
- Steve Meskers - District 150, Democratic
- Hector Arzeno - District 151, Democratic

Consider consultation with recognized esteemed organizations.

National and International Organizations:

- American Association of People with Disabilities (AAPD)
- The Consortium for Citizens with Disabilities (CCD)
- Disability Rights Education and Defense Fund (DREDF)
- Disabled in Action (DIA)
- Equip for Equality
- National Disability Rights Network (NDRN)
- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

Please refer to the case of David Medeiros v. State of CT Department of Social Services (CHRO No. 2410220), in which I am directly involved. This case underlines the urgent need for transparency and accountability within state-managed disability support programs. Given the direct connection of this request to the following

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.
Whistleblower Report Prepared by: David Medeiros and ABI Resources LLC Date: November 21, 2023 ABI Resources LLC 39 Kings Hwy STE C Gales Ferry, CT. 06226 860 942-0365
- 12.23.2023 Letter - Governor Ned Lamont: Addressing Systemic Failure in ADA Compliance and Disability Discrimination in Connecticut – A Call to Action Against Whistleblower Retaliation and the Failure of CT DSS and CHRO to Uphold Disability Rights.

Thank you for your assistance and consideration.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.





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>

Date: 12/23/2023

**Subject: Formal Complaint Regarding the Failure to Provide
Reasonable Accommodations by the Commission on Human Rights
and Opportunities (CHRO)**

**Call for Systemic Change: CHRO's Failure in ADA Accommodation
Compliance**

Dear Governor Ned Lamont and Esteemed Members of the
Connecticut Government,

I am writing to emphasize the importance of effective communication and the dissemination of updated information regarding disability accommodations within our federal and state departments.

As an advocate for individuals with disabilities, I understand the critical role that timely and accurate information plays in ensuring that appropriate accommodations are provided. To this end, I kindly request your assistance in ensuring that all Federal and State Department Executives, along with their associated staff, are kept fully informed and updated about the latest developments, policies, and best practices in disability accommodations.

Your support in this initiative is not only crucial for compliance with legal standards but also embodies our collective commitment to creating an inclusive and supportive environment for all individuals, regardless of their abilities.

This is a formal complaint against the Commission on Human Rights and

Opportunities (CHRO) for their failure to provide the necessary reasonable accommodations in line with the Americans with Disabilities Act (ADA). My experiences as a person living with a brain injury and a stroke survivor have been met with significant challenges in the CHRO's processes, which I believe violate my rights under the ADA.

Despite clear and repeated requests for specific accommodations to assist me in completing the CHRO requirements – namely, assistance in understanding and completing complex documentation and a preference for written communication – these requests have been either misunderstood, misinterpreted as seeking legal advice, or inadequately addressed.

The lack of appropriate accommodations has severely hindered my ability to engage effectively in the CHRO process and has added unnecessary complications to an already challenging situation. This not only impacts my individual case but also sets a concerning precedent for others in similar circumstances seeking fair treatment and support from the CHRO.

The response from the CHRO suggesting I seek assistance from Legal Aid or the UConn School of Law Legal Clinic fails to recognize the nature of my request, which is for administrative support to navigate their procedures due to my disability, and not for legal advice.

I am seeking the following actions to be taken in response to this complaint:

1. A thorough review of my interactions with the CHRO, specifically focusing on their responses (or lack thereof) to my requests for reasonable accommodations.
2. Implementation of measures to ensure that the CHRO staff are adequately trained in ADA compliance, particularly in understanding and providing reasonable accommodations to individuals with disabilities.
3. Provision of the necessary accommodations to allow me to complete the CHRO process effectively, as originally requested.

I believe these steps are essential not only for addressing my individual situation but also for ensuring that the CHRO upholds its responsibilities under

the ADA and provides an accessible and equitable process for all individuals, regardless of their abilities.

The legal case of David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220.'

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by:
David Medeiros and ABI Resources LLC
Date: November 21, 2023
ABI Resources LLC
39 Kings Hwy STE C
Gales Ferry, CT. 06226
860 942-0365

These records are crucial for understanding the dynamics of interactions with these key figures in the context of disability rights and whistleblower protections.

Would you please ensure my request is provided to Federal and State Department Executives and Associated staff so they may ensure justice and stay completely updated and informed:

- Connecticut Department of Social Services Commissioner Andrea Barton Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
- U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
- Connecticut Governor Ned Lamont
- Lieutenant Governor Susan Bysiewicz
- Secretary of State Denise Merrill
- Attorney General William Tong
- State Treasurer Shawn Wooden
- State Comptroller Kevin Lembo

- State Auditors John Geragosian and Rob Kane
- U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
- Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
- U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A. Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
- Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
- The Department of Labor DOL
- Government Accountability Office GAO
- Connecticut General Assembly CGA

Follow-up Mechanism: I respectfully request a formal response to this complaint along with an action plan for addressing these concerns.

Call for External Review or Audit: I urge an independent audit of the CHRO's processes to ensure objective assessment and rectification.

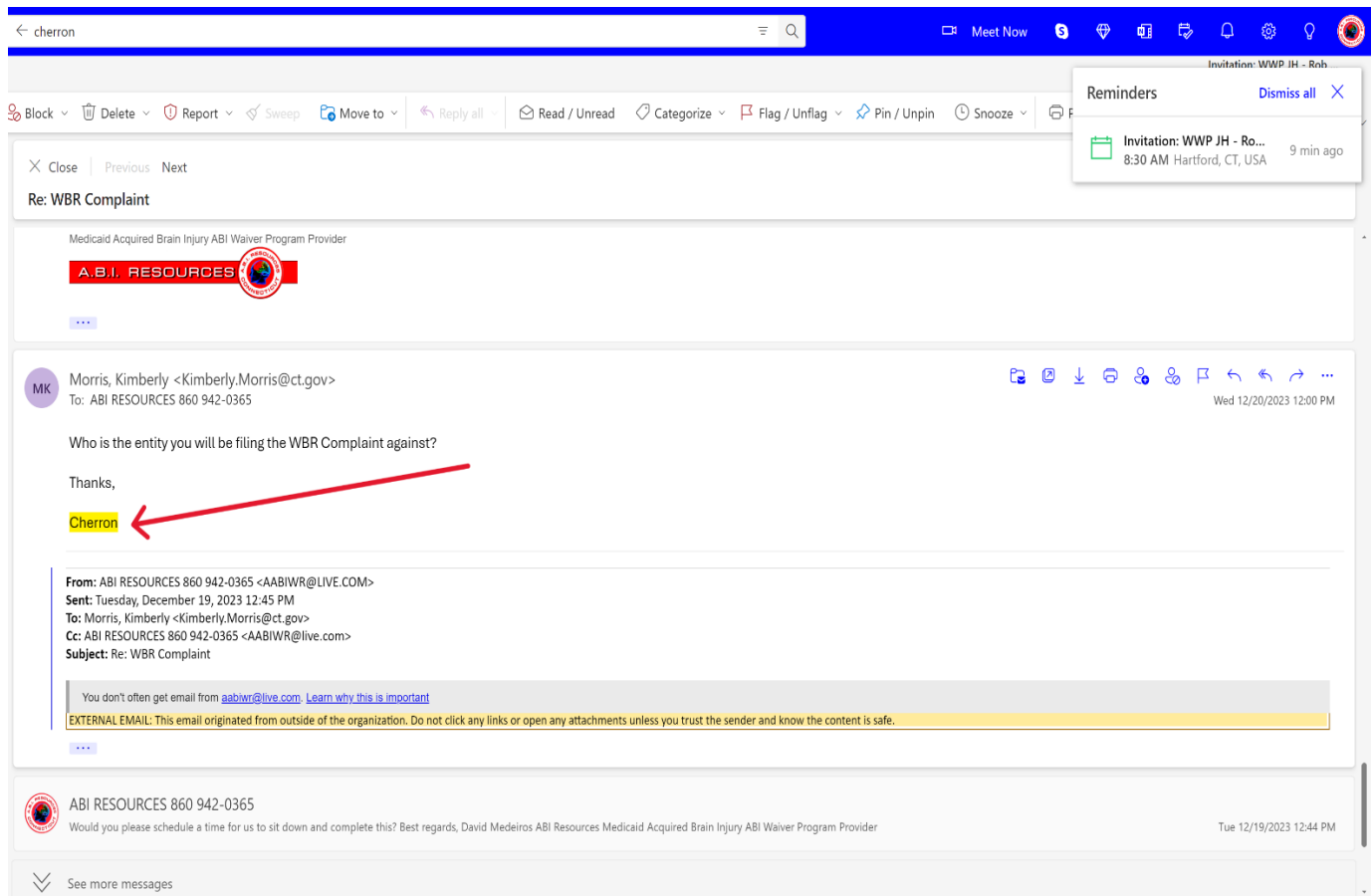
I trust that this matter will be addressed with the seriousness it warrants, not only for my case but for the benefit of all individuals with disabilities in Connecticut.

Thank you for your attention to this matter. I look forward to a prompt and constructive response that serves the greatest good.

Best regards,
David Medeiros
 David Medeiros
 ABI Resources, CEO, Director, Team Member
 Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.



CHRO Judge Dr. Cherron Payne



After a comprehensive discovery process, it has been identified that Dr. Cherron Payne, from Farmington, Connecticut, has been appointed to a significant role within the Connecticut Commission on Human Rights and Opportunities (CHRO). Governor Ned Lamont announced the appointment of Dr. Payne, along with Jon FitzGerald of Bristol, to serve as administrative law judges for the CHRO. Furthermore, Dr. Payne has been designated as the chief human rights referee by Governor Lamont.

The following are new concerns and complaints.

- Judge Dr. Payne, along with Jon FitzGerald of Bristol, serve as administrative law judges for the CHRO but more importantly, Judge Dr. Cherron Payne is to ensure that my civil rights are adhered to. The communication from Judge Dr. Cherron Payne serves as several significant conflicts of interest.
- CHRO failed the Connecticut General Assembly CGA audit dated December 20, 2023. CT's state auditors provide independent and objective audits of the operations of state government and protection against waste, fraud, and abuse.
- CHRO continues to complicate communication challenges in my self-advocacy efforts.
- CHRO continues to request information that has already been submitted.

- CHRO is responsible for ensuring equity and opportunity for Connecticut small and minority business enterprises owned by women, ethnic minorities, and people with disabilities. CHRO is not ensuring equity and opportunity.

NOT THE COMMISSIONER



State of Connecticut
COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES
 Capitol Region Office ~ 450 Columbus Boulevard, Suite 2, Hartford, CT 06103
Promoting Equality and Justice for all People

December 15, 2023

NOT THE COMMISSIONER

Via email: deidre.gifford@ct.gov

Diedre S. Gifford, MD, MPH
 Commissioner
 Department of Social Services
 55 Farmington Avenue
 Hartford, CT 06105

RE: David Medeiros v. State of CT, Department of Social Services
CHRO No. 2410220
EEOC No. N/A

Dear Commissioner Gifford:

A complaint, referenced above, has been filed with the Commission on March 28, 2023, but due to an administrative error the service was delayed, the Commission apologizes about any inconvenience this may have the caused the Respondent. A copy of the complaint is attached.

The enclosed General Notice advises you of your rights, duties, and responsibilities. Please read carefully the information contained in the notice. The enclosed Notice Regarding Out of State Attorneys advises that all attorneys practicing before the Commission must be admitted to practice law in Connecticut and that it is the responsibility of all counsel to comply with Connecticut practice rules. Also enclosed is important information with respect to the no fault conciliation process. The Commission is available to assist you if you wish to pursue settlement of this complaint. If you wish to conciliate the complaint prior to providing an answer, you must notify the Commission within 10 days of receipt of the enclosed complaint.

You must file an answer to the complaint under oath with the Commission within 30 days of receipt of this complaint unless pre-answer conciliation has been requested. If you fail to answer the complaint within this time, you may be defaulted by the Commission. Parties are encouraged to submit all filings by email only without an additional hardcopy if possible. You must email a scanned copy of your signed and notarized Answer to chro.capitol@ct.gov and dedra.morris@ct.gov.

Main (860) 566-7710 ~ Fax (860) 566-1997
www.ct.gov/chro - Toll Free in Connecticut (800) 477-8737
 Affirmative Action/Equal Opportunity Employer

263 DAYS LATER



State of Connecticut
COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES

Capitol Region Office ~ 450 Columbus Boulevard, Suite 2, Hartford, CT 06103

Promoting Equality and Justice for all People

December 15, 2023

Via email: aabiwr@live.com

David Medeiros
215 Mountain Street
Willimantic, CT 06226

RE: David Medeiros v. State of CT, Department of Social Services
CHRO No. 2410220
EEOC No. N/A

Dear Mr. Medeiros:

This letter confirms that your complaint, referenced above, has been filed with the Commission on March 28, 2023, but due to an administrative error the service was delayed, the Commission apologizes for any inconvenience this may have caused you.

The enclosed General Notice advises you of your rights, duties, and responsibilities. **Please read carefully the information contained in the notice.**

You have a duty to respond timely to any information or assistance requested and to cooperate with the Commission at all times. It is your sole duty and responsibility to notify the Commission of your whereabouts at all times throughout the pendency of this complaint. In the event that your address, telephone number, or email address changes, it is your duty to notify the Commission immediately in writing. **Parties are encouraged to submit all filings by email only without an additional hardcopy if possible. Emailed filings with Capitol Region Office should be emailed to CHRO.Capitol@ct.gov.**

Also, you have a duty to certify to the Commission that you have provided the Respondent with copies of all documents you file with the Commission. For your convenience and use, the enclosed Certification Form is made available.

If I can be of further assistance, please do not hesitate to contact me.

NO NAME

Commission on Human Rights and Opportunities
Capitol Region Office
450 Columbus Boulevard, Suite 2
Hartford, CT 06103
860-541-3456

Main (860) 566-7710 ~ Fax (860) 566-1997
www.ct.gov/chro - Toll Free in Connecticut (800) 477-8737
Affirmative Action/Equal Opportunity Employer

Re: WBR Complaint

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

Sat 12/23/2023 7:38 AM

To: Morris, Kimberly <Kimberly.Morris@ct.gov>

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

12.23.2023

Clarification on Request for Accommodations in Filing Whistleblower Complaint

Dear Ms. Kimberly D. Morris,

I appreciate the clarity provided regarding the role of Dr. Payne and the communication protocols with the referees. I understand and respect the need to maintain fairness and impartiality in this process.

I would like to clarify that my request for assistance is specifically related to accommodations for my disability, in line with the Americans with Disabilities Act (ADA). As a person living with a brain injury and a stroke survivor, I face unique challenges in processing and completing complex tasks, such as understanding and filling out the whistleblower complaint form. This request is not for legal advice on the content of the complaint but rather for administrative assistance that accounts for my disability.

The suggestion to contact Legal Aid or the UConn School of Law Legal Clinic, while appreciated, does not address the core of my request. My need is for reasonable accommodations in the administrative process of filing the complaint, not for legal guidance on its substance.

To ensure my full and equitable participation in this process, I kindly request the following accommodations:

Administrative Assistance: Someone to guide me through the process, ensuring that I understand each step and that my responses are accurately recorded, given the cognitive challenges I face due to my disability.

Written Communication: Due to the difficulties I experience with phone communications, I request that our interactions continue via email or written messages, allowing me to better process and retain information.

I believe these accommodations are reasonable and necessary for me to engage effectively in this process, ensuring that my rights as an individual with a disability are respected and upheld.

I am committed to maintaining clear, respectful, and professional communication throughout this process. Your understanding and cooperation in providing these accommodations would be greatly appreciated.

Lastly, as per my previous request, could you please provide the contact information of your supervisors and our full chain of communications? This would aid in ensuring transparency and maintaining a record of our interactions.

Thank you for your attention to this important matter. I look forward to your guidance and support in providing these necessary accommodations.

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider



From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Friday, December 22, 2023 2:57 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

Mr. Medeiros,

There has been no communication between you and Dr. Payne. The communication came from myself. The referees never contact the parties directly and you are not to contact the referees directly.

The whistleblower complaint form is self-explanatory. If you need assistance, you can contact Legal Aid or possibly the UConn School of Law Legal Clinic for help.

To ensure fairness and impartiality, OPH cannot assist with drafting the language for the actual complaint beyond reiterating the instructions that are on the whistleblower complaint form as well as the instructions that I've already given you.

Thank you.



www.ct.gov/chro



Kimberly D. Morris (she/her/hers)
 Secretary II
 Office of Public Hearings
 Commission on Human Rights and Opportunities
 450 Columbus Blvd., Suite 2
 Hartford CT 06103 | AA/EOE
 P: 860-418-8770 | F: 860-418-8780 | Direct: 860-541-4711 |
Kimberly.morris@ct.gov

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Friday, December 22, 2023 8:39 AM
To: Morris, Kimberly <Kimberly.Morris@ct.gov>
Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>
Subject: Re: WBR Complaint
Importance: High

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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.

12.22.2023 Subject: Request for Accommodations for Completing CHRO Requirements

Dear Ms. Morris and Dr. Cherron Payne,

I appreciate your response and the role of your office. However, I must express my concern regarding the recent interactions. I am not seeking legal advice, and it is important to clarify that my inquiries are not in that vein. My aim is to navigate the procedures and functions of your office effectively, without unnecessary complications.

I am concerned that your communication may be veering into areas that are not relevant to my needs or intentions. It is crucial that we maintain a focus on the guidance I am seeking. The continual suggestion that I am asking for legal advice, or the repeated prompting for additional questions from my end, is not only unnecessary but also adds layers of complexity to an already challenging process.

Let's streamline our communication to be as clear and direct as possible.

I am writing to request specific accommodations to assist me in completing the necessary documentation and notarizations for the CHRO requirements. As a person living with a brain injury and as a stroke survivor, I face certain challenges that require additional support in managing complex tasks.

I kindly request the opportunity to sit down with a person who can assist me in completing all the CHRO requirements, including documentation filings and notarizations. This support is crucial to ensure that my submissions are accurate and complete, given my disability.

I would like to clarify that I am not seeking legal advice through this request. My sole intention is to obtain the necessary administrative assistance to navigate the procedural aspects of the CHRO requirements effectively, considering my disability.

Your understanding and support in providing these accommodations would be greatly appreciated. This will not only aid me in fulfilling my responsibilities but also ensure that my rights and needs as an individual with a disability are respected and addressed appropriately.

As part of my ongoing commitment to effective and clear communication, I would like to express that phone call communications present significant challenges, both in terms of fully participating in the conversation and referencing the details at a later time. Due to the nature of my personal circumstances, including living with a brain injury and being a stroke survivor, I find that alternate forms of communication, such as email or written messages, are more conducive to my ability to engage fully and retain the information exchanged. These methods allow me to better process, understand, and refer back to the details of our interactions. I appreciate your understanding and accommodation in this matter, as it will greatly enhance our communication and collaboration.

Please let me know a convenient time for us to sit down and complete this matter further or to arrange the necessary assistance. Your guidance and support in this process are invaluable to me.

Lastly, would you please contact your supervisors and inform them that I am now requesting their support in navigating this challenge? Would you also please provide your supervisor's names and contact information as well as our full chain of communications?

Thank you for your attention to this important matter.

Best regards,
 David Medeiros
 ABI Resources
 Medicaid Acquired Brain Injury ABI Waiver Program Provider



From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Friday, December 22, 2023 7:56 AM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

Good Morning,

The office cannot give out legal advice, if you have procedural questions, I will be able to help you with your questions. If you would like to discuss further with regard to procedures and functions of this office, you may contact me at 860-656-4385.

Thank you.



www.ct.gov/chro



Kimberly D. Morris (she/her/hers)

Secretary II

Office of Public Hearings

Commission on Human Rights and Opportunities

450 Columbus Blvd., Suite 2

Hartford CT 06103 | AA/EOE

P: 860-418-8770 | F: 860-418-8780 | Direct: 860-541-4711 |

Kimberly.morris@ct.gov

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

Sent: Thursday, December 21, 2023 8:30 AM

To: Morris, Kimberly <Kimberly.Morris@ct.gov>

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

Subject: Re: WBR Complaint

Importance: High

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12.21.2023

After a comprehensive discovery process, it has been identified that Dr. Cherron Payne, from Farmington, Connecticut, has been appointed to a significant role within the Connecticut Commission on Human Rights and Opportunities (CHRO). Governor Ned Lamont announced the appointment of Dr. Payne, along with Jon FitzGerald of Bristol, to serve as administrative law judges for the CHRO. Furthermore, Dr. Payne has been designated as the chief human rights referee by Governor Lamont.

The following are new concerns and complaints.

- Judge Dr. Payne, along with Jon FitzGerald of Bristol, serve as administrative law judges for the CHRO but more importantly, Judge Dr. Cherron Payne is to ensure that my civil rights are adhered to. The communication from Judge Dr. Cherron Payne serves as several significant conflicts of interest.
- CHRO failed the Connecticut General Assembly CGA audit dated December 20, 2023. CT's state auditors provide independent and objective audits of the operations of state government and protection against waste, fraud, and abuse.
- CHRO continues to complicate communication challenges in my self-advocacy efforts.
- CHRO continues to request information that has already been submitted.
- CHRO is responsible for ensuring equity and opportunity for Connecticut small and minority business enterprises owned by women, ethnic minorities, and people with disabilities. CHRO is not ensuring equity and opportunity.

Hello Cherron and Kimberly,

May I kindly ask for your complete name, title, and contact information? Your email was sent from Kimberly Morris kimberly.morris@ct.gov and I am confused as to who will be helping me.

I am writing to formally file a complaint of whistleblower retaliation and disability discrimination against the Connecticut Commission on Human Rights and Opportunities (CHRO) and the Connecticut Department of Social Services (DSS). As a person living with a recognized disability and a professional committed to ethical standards, I have encountered actions that I believe constitute a violation of my rights under relevant state and federal laws, including the Americans with Disabilities Act.

Specifically, this complaint addresses instances where I have been subjected to adverse actions and discriminatory treatment following my disclosure of unethical practices within both entities. These actions have not only impeded my professional duties but also have disregarded my rights and accommodations as an individual with a disability.

This complaint seeks to bring these issues to light, ensuring compliance with legal standards and promoting an environment that respects my rights and the rights and dignity of all individuals, regardless of their abilities. I am prepared to provide detailed information and evidence to support these claims and look forward to a thorough and fair investigation into these matters.

I trust that the CHRO and DSS will handle this complaint with the seriousness it deserves and will take appropriate actions to address the issues raised.

Thank you for your attention to this important matter.

Best regards,

David Medeiros

ABI Resources

Medicaid Acquired Brain Injury ABI Waiver Program Provider



From: Morris, Kimberly <Kimberly.Morris@ct.gov>

Sent: Wednesday, December 20, 2023 3:10 PM

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

Subject: RE: WBR Complaint

Who is the entity you will be filing the WBR Complaint against?

Thank you.



www.ct.gov/chro



Kimberly D. Morris (she/her/hers)
Secretary II
Office of Public Hearings
Commission on Human Rights and Opportunities
450 Columbus Blvd., Suite 2
Hartford CT 06103 | AA/EOE
P: 860-418-8770 | F: 860-418-8780 | Direct: 860-541-4711 |
Kimberly.morris@ct.gov

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, December 19, 2023 12:45 PM
To: Morris, Kimberly <Kimberly.Morris@ct.gov>
Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>
Subject: Re: WBR Complaint

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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.

Would you please schedule a time for us to sit down and complete this?

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider



From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Tuesday, December 19, 2023 12:36 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

Please fill out each line item on the complaint and have the complaint notarized, you can go to a bank to have the complaint notarized.

If you have questions regarding the procedures if this office, I'm willing to answer questions you may have.

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, December 19, 2023 12:24 PM
To: Morris, Kimberly <Kimberly.Morris@ct.gov>
Subject: Re: WBR Complaint
Importance: High

EXTERNAL EMAIL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Assist me in completing all these documents and notarizing them.

Best regards,
David Medeiros
ABI Resources
Medicaid Aquired Brain Injury ABI Waiver Program Provider



From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Tuesday, December 19, 2023 12:22 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

What type of accommodations do you need?

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, December 19, 2023 12:21 PM
To: Morris, Kimberly <Kimberly.Morris@ct.gov>
Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>

Subject: Re: WBR Complaint**Importance:** High

You don't often get email from aabiwr@live.com. [Learn why this is important](#)

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.

Hello Ms. Morris,

Thank you for informing me about the need to complete the Whistleblower Retaliation (WBR) Complaint forms and having everything notarized. I appreciate your guidance in this process.

I am contacting you to request accommodations to assist me in completing all these documents and notarizing them.

Would you kindly provide me assistance with this process?

Your support would be greatly appreciated.

Thank you for your understanding.

Best regards,

David Medeiros

ABI Resources

Medicaid Acquired a Brain Injury ABI Waiver Program Provider

A.B.I. RESOURCES



From: Morris, Kimberly <Kimberly.Morris@ct.gov>

Sent: Tuesday, December 19, 2023 9:56 AM

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

Subject: WBR Complaint

Good Morning,

It has come to our attention that you would like to file a WBR Complaint.
Please fill out the attached complaint form and have it notarized and sent back.

Thank you.



www.ct.gov/chro



Kimberly D. Morris (she/her/hers)

Secretary II

Office of Public Hearings

Commission on Human Rights and Opportunities

450 Columbus Blvd., Suite 2

Hartford CT 06103 | AA/EOE

P: 860-418-8770 | F: 860-418-8780 | Direct: 860-541-4711 |

Kimberly.morris@ct.gov



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10/31/2023

Subject: Formal Grievance Concerning Discriminatory Unfair Business Practices within the Connecticut Medicaid ABI Waiver Program

To: All pertinent departments within the state of Connecticut,

I trust this correspondence reaches you in excellent health and high spirits. My name is David Medeiros, and I am addressing you in my capacity as a concerned business owner, resident, and individual with a disability residing in the state of Connecticut. I have the honor of leading ABI Resources, a distinguished service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.

I find myself compelled to highlight and formally complain about a series of blatant and persistent inequities pertaining to discriminatory business practices occurring under the aegis of the aforementioned program. Despite my multiple, concerted efforts to engage in constructive dialogue with the Connecticut Department of Social Services, addressing these grave concerns has been met with a disconcerting lack of engagement and rectification. This situation has had a deleterious impact not only on the operations of ABI Resources but also on the well-being and quality of service accessible to the disabled individuals we are committed to serving.

Key Concerns and Grievances:

a) **Medicaid Referrals:**

b) **Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency**

a) **Medicaid Referrals:**

There is a prevailing lack of transparency and an apparent bias in the Medicaid referral processes within the ABI Waiver Program. ABI Resources, despite an unwavering commitment to excellence in service delivery, has been unfairly marginalized, resulting in an unequal and unjust distribution of referrals.

Addressing issues of transparency, bias, and unfair marginalization in Medicaid referrals, particularly within the Acquired Brain Injury (ABI) Waiver Program, is crucial to ensuring equitable access to quality healthcare services for all eligible individuals. ABI Resources and similar service providers play a vital role in supporting individuals with acquired brain injuries, and it is essential that they are treated fairly in the referral process to continue their commitment to excellence in service delivery.

Potential Steps to Address the Issue:

Increase Transparency:

Implement a transparent referral process where criteria for referrals are clearly defined and made publicly available.

Establish a monitoring system to track and publish referral data, including the number of referrals made to each service provider and the reasons for referral decisions.

Conduct an Independent Audit:

Hire an independent entity to conduct a thorough review of the Medicaid referral processes within the ABI Waiver Program to identify any biases or unfair practices.

The audit should also evaluate the performance and quality of services provided by ABI Resources and other service providers to ensure that referrals are based on merit and the ability to meet the needs of individuals with acquired brain injuries.

Implement a Fair and Equitable Referral System:

Develop a standardized and objective referral system that ensures all service providers are evaluated based on the same criteria.

Consider incorporating a randomized component to the referral process to prevent bias and ensure a fair distribution of referrals.

Engage Stakeholders:

Create a platform for open dialogue between Medicaid officials, service providers, individuals with acquired brain injuries, and their families to discuss concerns related to the referral process.

Use feedback from stakeholders to continuously improve the referral system and address any emerging issues.

Provide Training and Education:

Offer training to Medicaid officials and other stakeholders involved in the referral process to raise awareness about potential biases and the importance of a fair and equitable system.

Educate service providers about the referral process, criteria for referrals, and steps they can take if they believe they have been treated unfairly.

Establish a Complaint and Appeal Process:

Create a clear and accessible complaint and appeal process for service providers who believe they have been unfairly marginalized in the referral process.

Ensure that complaints are thoroughly investigated and that corrective action is taken when warranted.

Promote Accountability:

Hold Medicaid officials and other stakeholders accountable for ensuring a fair and transparent referral process.

Implement consequences for individuals or entities found to be engaging in biased or unfair practices.

Regularly Review and Update Policies:

Conduct regular reviews of referral policies and procedures to ensure they remain up-to-date, fair, and transparent.

Update policies as needed to address any identified issues and to adapt to changing needs and circumstances.

Addressing the issues of transparency, bias, and unfair marginalization in Medicaid referrals within the ABI Waiver Program is essential to ensuring that all eligible individuals have equal access to high-quality services. It is imperative that service providers like ABI Resources are treated fairly and equitably in the referral process to uphold the integrity of the healthcare system and to foster trust among all stakeholders. Implementing the above steps could contribute significantly to creating a more transparent, fair, and equitable referral system, ultimately benefiting individuals with acquired brain injuries and the service providers dedicated to supporting them.

b) Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency

Provider: A Medicaid service agency provider is offering financial incentives to consumers, leading to an imbalance in the competitive landscape. This kind of practice can indeed raise serious ethical, legal, and fairness concerns.

Ethical Concerns:

Conflicts of Interest: Financial incentives could create a conflict of interest, where the provider's financial gain takes precedence over the best interests of the consumer.

Bias and Unfairness: It could lead to bias in referrals, favoring certain providers over others irrespective of the quality of services they offer.

Erosion of Trust: Such practices can erode trust in the Medicaid system and healthcare providers, as consumers may question the motives behind the services they are being referred to.

Legal Concerns:

Violation of Anti-Kickback Statutes: Providing inducements to influence the referral of services covered by Medicaid can violate anti-kickback statutes, potentially leading to legal actions and penalties.

False Claims Act Violations: If such inducements lead to fraudulent billing or claims, it could result in violations of the False Claims Act.

Non-Compliance with Medicaid Regulations: Medicaid has strict guidelines and regulations to ensure fairness and prevent fraud, and engaging in such practices can result in non-compliance and potential debarment from the program.

Lack of Responsiveness to Complaints and Reports: Our persistent complaints and reports, meticulously documenting these issues, have been met with apathy. There is an alarming deficit in the investigation, redressal, and accountability mechanisms within the system.

Adverse Impacts on ABI Resources:

Financial Duress: The discriminatory practices and referral shortages have placed ABI Resources under significant financial duress, compromising our ability to maintain operational viability and deliver superior services to our clients.

Reputational Harm: The state's nonintervention and perceived partiality have led to an erosion of our reputation. This has resulted in ABI Resources being unjustly perceived as a less favorable service provider, regardless of our commitment to quality and excellence.

Demoralization of Workforce: The protracted nature of these issues has led to a pervasive sense of demoralization among our staff and stakeholders, adversely impacting the morale and efficacy of our organizational operations.

Addressing the Issue:

Regulatory Oversight: There should be strict oversight and monitoring by regulatory bodies to ensure that all Medicaid service agency providers are complying with laws and regulations.

Transparency: Increasing transparency in the referral process can help in ensuring that referrals are made based on the quality of services rather than financial incentives.

Whistleblower Protections: Encouraging whistleblowing and providing protections for whistleblowers can help in uncovering and addressing such unethical practices.

Penalties and Sanctions: Implementing strict penalties and sanctions for those found guilty of engaging in such practices can act as a deterrent.

Public Awareness: Educating consumers about the potential for such conflicts of interest and providing them with information on how to report suspicious activities can empower them to make informed decisions.

Addressing this issue is crucial for maintaining the integrity of the Medicaid program, ensuring that consumers receive the best possible care, and fostering a competitive and fair marketplace for healthcare services.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a

comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Sincerely,

David Medeiros

Best regards,

David Medeiros

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



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11/13/2023

Subject: Formal Grievance Complaint Concerning Connecticut Medicaid ABI Waiver Program Service and Intervention Plans.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources, a dedicated provider of essential services to individuals with acquired brain injuries (ABI). This letter serves to formally raise a grievance and file a complaint concerning the serious issue of not receiving Medicaid Acquired Brain Injury (ABI) Waiver Program service and intervention plans from consumer-assigned care management consultants. This situation has gravely impacted the operational and financial integrity of ABI Resources.

As per the stipulations of the ABI Waiver Program, a "Service Plan" is an essential document that outlines the necessary medical and community-based services enabling individuals to live outside institutional settings. The provision of individualized service plans include measurable goals, objectives, and documentation of total service costs.

Additionally, "Intervention Plans," developed by cognitive behaviorists, are crucial in identifying and managing treatment goals and interventions for our



clients. However, despite our repeated efforts and adherence to the required protocols, we have not received these vital documents from care management. The lack of these plans has led to significant operational and financial difficulties for ABI Resources.

Sec. 17b-260a-6. Person-centered planning process (a) The service plan shall be developed based on a person-centered planning model, as described in 42 CFR 441.301(c), as amended from time to time. The individual shall lead the planning process where possible, and in accordance with section 17b-260a-11(a) of the Regulations of Connecticut State Agencies.

6) Prohibit providers of waiver services for the individual, or those who have an interest in or are employed by a provider of waiver services for the individual, from providing care management or participating in the development of the person-centered service plan;

Key Concerns and Grievances:

Non-Receipt of Essential Documents: Despite adherence to protocol, ABI Resources has not received the mandated individualized service and intervention plans, which include measurable goals and objectives for the consumers we serve. Furthermore, the necessary intervention plans developed by cognitive behaviorists, which outline treatment goals and interventions, have also not been provided by care management.

Concerns: Impact on Daily Support Staff and Program Consumers

In addition to the aforementioned issues, the absence of these critical Medicaid ABI Waiver Program plans has significantly affected our daily support staff and, consequently, the consumers of the program.

Impact on Daily Support Staff:

Lack of Clear Direction: Without structured plans, staff members struggle to provide focused and effective services, as they lack clear guidelines and objectives.

Increased Workload and Stress: The ambiguity surrounding treatment goals and methods has led to an increased workload and heightened stress levels among staff, impacting their well-being and job satisfaction.

Professional Inefficiency: Staff are unable to utilize their skills and training effectively, leading to professional dissatisfaction.

Difficulty in Tracking Progress: The absence of measurable goals makes it challenging for staff to track and report on client progress accurately.

Risk of Non-Compliance: Without proper guidelines, there is an increased risk of non-compliance with regulatory standards, potentially leading to legal and ethical issues.

Reduced Team Morale: The overall uncertainty and increased challenges have adversely affected team morale and cohesion.

Impact on Consumers of the Program:

Inconsistent Service Quality: Consumers face variability in the quality of care received, as staff members lack consistent plans to guide their services.

Slowed Progress: The absence of structured goals and interventions can slow down or hinder the progress and rehabilitation of consumers.

Reduced Confidence in Services: Consumers and their families may lose confidence in the quality and effectiveness of the services provided.

Increased Vulnerability: Consumers, particularly those with severe conditions, become more vulnerable due to the lack of tailored, goal-oriented care.

Potential for Unmet Needs: Without specific plans, some needs of consumers may remain unidentified and unaddressed, leading to gaps in care.

Emotional and Psychological Impact: The inconsistency and uncertainty in care can have adverse emotional and psychological effects on consumers.

These challenges not only make the daily responsibilities of our care providers more arduous but also critically undermine the quality of care and support we can offer to our consumers. It is imperative that these issues be addressed immediately to ensure the well-being of both our staff and the consumers who rely on our services.

Adverse Impacts on ABI Resources:

The cumulative effect of these issues has placed ABI Resources in a precarious financial and operational position.

Financial Losses: The absence of these critical documents has led to substantial financial losses, severely hampering our ability to function effectively.

Staffing Challenges: The lack of structured plans has created many challenges for our service providers and as a result, we have faced significant staffing issues, including layoffs and the challenges to maintain essential personnel.

Client Impact: Our capacity to offer consistent and high-quality services has been compromised, leading to a loss of clients and a tarnishing of our reputation.

Administrative Burden: The lack of structured plans has resulted in an increased administrative load, as we strive to manage without proper guidance.

Overall Business Impact: These compounded issues threaten the viability of ABI Resources and our mission to serve those in need.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The

equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,

David Medeiros

David Medeiros

ABI Resources

Founder, CEO, Director, Team Member

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11/15/2023

Subject: Formal Grievance and Complaint Regarding the Concealment of Public Information: Medicaid ABI Waiver Program Directory of Providers.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources to express our formal grievance and file a complaint regarding the handling of the Medicaid Acquired Brain Injury (ABI) Waiver Program by the Connecticut Department of Social Services (DSS). Specifically, our complaint centers on the apparent concealment of the Medicaid ABI Waiver Program Directory of Providers, a critical public resource.

Key Concerns and Grievances:

- a) Denial of Public Access to Information: The DSS managed Medicaid ABI Waiver Program Directory of Providers is public information, rightfully accessible to all. Its concealment not only violates the principles of transparency and public service but also directly impacts those in dire need of these services.
- b) Inaccessibility to Vulnerable Populations: The absence of accessible information severely restricts the ability of individuals with acquired brain

injuries, their families, and caregivers to make informed decisions regarding care and support. This lack of access is particularly detrimental, given the complex needs of this population.

- c) Increased Risk and Exploitation: Without knowledge of accredited and reputable providers, vulnerable individuals are at a heightened risk of exploitation and subpar services, which can lead to adverse health outcomes.
- d) Unnecessary Strain on Families and Caregivers: Families and caregivers, already burdened with care responsibilities, face additional challenges in finding appropriate services, contributing to increased stress and potential caregiving errors.
- e) Financial and Operational Impact on ABI Resources: As a provider, ABI Resources has suffered considerable financial losses due to decreased client engagement and an increased administrative burden. This situation stems directly from the unavailability of the provider directory, which hinders our ability to efficiently connect with potential clients.
- f) Administrative Burdens and Resource Diversion: The lack of a central, accessible directory has led to an excessive administrative load, diverting critical resources from our core mission of providing care.

Proposed Solutions and Steps to Address the Issue:

- 1) Immediate Disclosure and Accessibility: We request the immediate release of the Medicaid ABI Waiver Program Directory of Providers, ensuring it

is readily accessible to all stakeholders, particularly the public and vulnerable populations.

- 2) Commitment to Transparency: The DSS should commit to ongoing transparency in all aspects of the ABI Waiver Program, including regular updates and easy access to all program-related information.
- 3) Constructive Dialogue and Rectification: ABI Resources seeks to engage in a constructive dialogue with the DSS to discuss the implications of this concealment and explore potential avenues for rectifying the financial and operational impacts.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

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Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,

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11/16/2023

Subject: Formal Complaint and Request for Immediate Clarification on
Unauthorized Care Management Consultation Services in ABI Waiver Program 1.

To: All pertinent departments within the state of Connecticut,

Connecticut Department of Social Services and Relevant Oversight Bodies

I am writing on behalf of ABI Resources to express grave concerns and urgently seek detailed clarification on practices we have observed within the Medicaid Acquired Brain Injury (ABI) Waiver Program, particularly in ABI Waiver Program 1. Our complaint specifically focuses on what appears to be an unauthorized provision of care management consultation services in Program 1, a practice traditionally and explicitly designated for Program 2 under existing guidelines. This letter outlines our observations, the potential negative impacts on our business operations and our consumers, and our urgent requests for resolution

Key concerns and grievances:

1. Unauthorized Consultation Services: The core of our concern lies in the apparent provision of care management consultation services to consumers in ABI Waiver Program 1. This practice is not authorized under the current program guidelines and represents a significant breach of protocol,



raising serious concerns about compliance and oversight within the program.

2. Lack of Clarity and Transparency in Program Administration: The sudden and unexplained introduction of these services in Program 1 has created an atmosphere of confusion and uncertainty. We seek immediate and detailed clarification from the Department on whether there have been any recent changes to the scope or administration of ABI Waiver Program 1 that would authorize such services.
3. Improper Recommendations for Program Transitions: Additionally, we have noted instances where care managers are inappropriately advising Program 1 consumers to transition to Program 2. This advice, given without proper authority or assessment, potentially disrupts the tailored care plans crucial for the recovery of individuals with acquired brain injuries.

In-Depth Analysis of Impact on ABI Resources and Consumers:

1. Operational and Strategic Challenges: The introduction of potentially unauthorized services has disrupted our strategic planning and operational execution. It has forced us to reevaluate our service delivery models and resource allocation, potentially leading to inefficiencies and diminished care quality.
2. Risk to Consumer Trust and Quality of Care: The ambiguity surrounding these services risks damaging the trust that consumers and their families have in the system. It raises concerns about the appropriateness of care

provided, which is essential for effective recovery and rehabilitation in ABI cases.

3. Market Imbalance and Competitive Disadvantage: This situation creates an unfair market environment. Providers adhering to the guidelines may be at a disadvantage compared to those who are offering these additional, potentially unauthorized services. This not only affects our competitive position but also skews the overall market dynamics in ABI care services.

Specific Requests for Resolution and Enhanced Transparency:

1. Comprehensive Investigation and Clear Communication: We request an immediate, comprehensive investigation into the provision of care management consultation services in ABI Waiver Program 1, accompanied by clear communication on any policy adjustments.
2. Immediate Enforcement of Compliance: We urge the prompt enforcement of existing program guidelines and the cessation of any unauthorized practices.
3. Proactive Support and Guidance for All Stakeholders: We advocate for the development of support and guidance initiatives for both service providers and consumers to navigate these changes effectively, ensuring everyone is fully informed about their rights and the services available.
4. Corrective Measures for Non-Compliance: Implementation of corrective actions, including disciplinary measures, against entities found in violation of program rules, to maintain the integrity and effectiveness of the program.

Conclusion:

ABI Resources is deeply committed to providing high-quality care within the ABI Waiver Program framework. The current situation, marked by potential unauthorized practices, poses significant challenges to our operations and the well-being of our consumers. We trust that the Connecticut Department of Social Services and relevant oversight bodies will address these issues with the urgency and thoroughness they demand, ensuring the program's integrity and efficacy. We look forward to a swift, detailed, and transparent response to this critical issue.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

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Connecticut Attorney General's Office

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Connecticut Office of Policy and Management

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We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,

David Medeiros

David Medeiros

ABI Resources , CEO, Director, Team Member

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11/16/2023

Subject: Formal Complaint Regarding Unethical Practices and Possible Kickback Schemes in ABI Waiver Program.

To: All pertinent departments within the state of Connecticut,

I am David Medeiros from ABI Resources, and I present this document to voice our serious concerns about certain activities within the Medicaid Acquired Brain Injury (ABI) Waiver program. These activities, which appear to breach ethical standards and potentially violate Medicaid regulations, require immediate scrutiny and action.

Examination of the ABI Waiver Program's Framework:

The ABI Waiver Program, established under sections 17b-260a-1 to 17b-260a-17 of the Connecticut State Agencies regulations, is designed to offer nonmedical, home, and community-based services to eligible individuals with an ABI. This program emphasizes the need for cost-effective services, personalized care, and adherence to strict qualifications for providers, ensuring that the services provided meet the highest ethical and professional standards.

Conflicts Arising from Service Provision:

Dual Service Conflict:

In the context of the ABI Waiver Program, a significant conflict has emerged due to an agency providing both Clinical Behavioral Therapy (CBT) and daily non-medical services to the same group of consumers. This situation raises several concerns:

Therapeutic Recommendations Overlapping with Financial Interests:

There is an apparent alignment of therapeutic recommendations with the agency's financial interests. The agency uses the platform of CBT sessions to recommend additional non-medical services that it also provides. This practice suggests a dual benefit for the agency, where it gains financially from both therapy sessions and the subsequent non-medical services.

Influence on Consumer Choice:

The dual role of the agency potentially influences consumer choice, where therapeutic sessions, which should be neutral and solely in the interest of the Consumer's health, may be used to steer consumers towards additional services provided by the same agency. This situation can lead to biased recommendations that may not always be in the best interest of the consumer.

Cycle of Service Provision and Financial Gain:

There is a creation of a cycle wherein the agency, through its provision of CBT, identifies or creates a need for additional services, fulfills these needs through its non-medical services arm, and consequently benefits financially. This cycle raises questions about the objectivity of the service recommendations and the potential for unnecessary or excessive services being provided.

Potential for Overutilization of Services:

This overlap in services could lead to overutilization, where consumers receive more services than are necessary, leading to increased costs for the Medicaid program.

Ethical Implications:

The practice blurs the lines between therapeutic need and financial gain, potentially compromising the ethical standards expected in healthcare and social service provision.

These concerns necessitate a thorough examination to ensure that services provided under the ABI Waiver Program are free from conflicts of interest, maintain the highest ethical standards, and truly serve the best interests of the consumers.

Manipulative Consumer Steering and Personnel Poaching:

Directing Consumer Choices:

The conduct of the agency's Clinical Behavioral Therapy (CBT) providers has raised significant concerns regarding the manipulation of Consumer choices. This issue manifests in several ways:

Targeted Referrals:

CBT providers are reportedly channeling consumers towards the agency's own non-medical services. This practice goes beyond the realm of impartial medical advice, as it systematically directs consumers to services that benefit the agency financially, rather than based on the unbiased assessment of Consumer needs.

Influence on Consumer Decision-Making:

This approach potentially undermines the autonomy of consumers in making informed decisions about their care. By directing consumers towards specific services, there's a risk that consumers are being provided a narrowed view of available options, influenced more by the agency's financial interests than by Consumer welfare.

Questionable Ethical Practices:

The behavior of these CBT providers raises ethical questions, particularly regarding the integrity of their recommendations. It potentially violates the principle of acting in the best interests of the Consumer, a cornerstone of healthcare and therapeutic professions.

Unfair Competitive Tactics:

The agency's practices extend beyond Consumer manipulation, affecting the broader operational dynamics within the industry:

Staff Poaching:

Reports indicate that the agency has engaged in poaching staff from other providers. This action not only disrupts the operations of other agencies but also indicates a strategic approach to weaken competition and consolidate the agency's position in the market.

Disruption of Industry Standards:

Such tactics contribute to an uneven playing field, where ethical providers adhering to fair hiring practices are disadvantaged. This behavior can lead to a destabilization of the market, with one agency gaining undue advantage and influence.

Impact on Service Quality:

The poaching of staff may lead to a shortage of skilled professionals in other agencies, potentially affecting the quality of care and services provided to consumers across the industry.

These practices of manipulative Consumer steering and personnel poaching call for an in-depth review to ensure that the ABI Waiver Program operates in a fair, ethical, and competitive environment, where Consumer welfare and industry standards are upheld.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, Clinical Behavioral Therapy (CBT) professionals, and care management consultants reveal possible mechanisms of kickback arrangements. This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where CBT professionals and care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that CBT professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the

integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing and service utilization, where Consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.

The existence of these indicators necessitates a thorough investigation to ascertain the presence of kickback arrangements and to evaluate their impact on the Medicaid program's ethical standards and financial integrity. It is imperative to ensure that all practices within the ABI Waiver Program align with legal and ethical guidelines, safeguarding the program's integrity and the wellbeing of its beneficiaries.

Impact on ABI Resources:

Revenue Reduction

Consumer Diversion Impact:

ABI Resources has experienced a significant downturn in revenue, which can be directly attributed to the diversion of consumers towards the agency in question. This diversion likely results from the alleged unethical steering and manipulative practices, leading to a reduced Consumer base for ABI Resources.

Financial Viability Threatened:

The reduction in revenue poses a threat to the financial viability and sustainability of ABI Resources, impacting our ability to provide quality care and services to our consumers.

Operational Cost Surge:

Increased Marketing Expenditures: In an effort to counteract the loss of consumers and to rebuild our Consumer base, ABI Resources has had to significantly increase our investment in marketing. These additional expenses are necessary to communicate our commitment to ethical practices and quality care to the community.

Legal and Consultation Fees:

Addressing these unethical practices and exploring legal avenues for recourse has led to increased spending on legal consultations and related services. These expenditures are essential for navigating the complexities of the situation and seeking justice, but they also divert resources from other operational areas.

Consumer Relationship Erosion:

Loss of Trust and Business: The most profound impact has been on our established Consumer relationships. The manipulative practices of the agency in question have led to a loss of trust among our consumers, as they are steered away from ABI Resources. This erosion of trust is deeply concerning, as it undermines the long-standing relationships we have built based on care, integrity, and ethical service provision.

Reputation Damage:

The wider implications of these practices in the industry have led to a tarnished reputation, not just for the agency in question, but for service providers in general, including ABI Resources. Restoring our reputation in the wake of these events is a significant challenge, requiring substantial effort and resources.

The cumulative effect of these impacts on ABI Resources is profound, affecting not just our financial stability but also our reputation and, most importantly, our ability to serve our consumers effectively. It is imperative that these issues are addressed comprehensively to restore the integrity of service provision within the ABI Waiver Program and to protect agencies like ours that are committed to ethical practices.

Formal Requests Thorough Examination and Compliance Review:

Comprehensive Investigation:

We formally request a complete and thorough examination of the outlined practices. This investigation should encompass all entities involved, including the service provider, CBT professionals, and care management consultants.

Medicaid Compliance Review:

A detailed review of Medicaid compliance is crucial to determine if these practices violate Medicaid regulations and standards.

Application of Corrective and Disciplinary Measures:

Immediate Corrective Action: Upon confirmation of these practices, we strongly advocate for swift implementation of corrective measures to address and rectify the identified issues.

Disciplinary Proceedings:

We also call for appropriate disciplinary actions against any parties found to be complicit in these unethical practices, in accordance with legal and regulatory guidelines.

Review and Revision of Policies and Oversight:

Policy Overhaul:

A comprehensive review and subsequent revision of existing policies within the ABI Waiver Program is necessary. This review should focus on closing loopholes that allow for such unethical practices and ensuring robust safeguards against future violations.

Enhanced Oversight Mechanisms:

We propose the establishment or enhancement of oversight mechanisms within the ABI Waiver Program to ensure ongoing compliance with ethical and legal standards.

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,

David Medeiros

David Medeiros

ABI Resources , CEO, Director, Team Member

ABI Resources



Comprehensive Grievance Report and Request for Clarity.

**Addressing Issues within the Connecticut Medicaid
Acquired Brain Injury (ABI) Waiver Program.**



Whistleblower Report Prepared by:

David Medeiros and ABI Resources LLC

Date: November 21, 2023

**ABI Resources LLC
39 Kings Hwy STE C
Gales Ferry, CT. 06226
860 942-0365**

Introduction

Title: Comprehensive Grievance Report and Request for Clarity / Whistleblower Report, ABI Resources LLC

Date: November 21, 2023

Prepared by: David Medeiros and ABI Resources LLC

Overview of ABI Resources LLC:

ABI Resources LLC, a dedicated service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program, is committed to delivering exceptional care to individuals with acquired brain injuries. Our mission is to ensure effective rehabilitation and community reintegration for our clients through specialized programs.

Purpose of the Document:

This report is a formal consolidation of grievances faced by ABI Resources LLC within the Connecticut Medicaid ABI Waiver Program. It aims to address these concerns with the relevant authorities, advocating for change and improvement.

Summary of Grievances

1. **Discriminatory Business Practices**: ABI Resources LLC has faced inequities in Medicaid referrals, experiencing marginalization and an unfair distribution of referrals.
2. **Service and Intervention Plans**: Concerns about non-receipt of essential service and intervention plans, impacting operational and financial integrity.
3. **Concealment of Public Information**: The Medicaid ABI Waiver Program Directory of Providers has been concealed, affecting the ability of individuals to make informed decisions and impacting ABI Resources.
4. **Unauthorized Care Management Services**: Issues regarding unauthorized provision of care management consultation services in ABI Waiver Program 1.
5. **Unethical Practices and Possible Kickback Schemes**: Concerns about conflicts of interest and unethical practices, including potential kickback arrangements.
6. **Rental Agreements in Medicaid ABI Waiver Program**: Issues regarding rental agreements that restrict consumer choice and freedom, creating a monopolistic environment.

Detailed Grievances and Concerns

Grievance 1: Discriminatory Unfair Business Practices

- Page 7
- **Overview:** ABI Resources LLC has faced significant challenges due to inequitable Medicaid referral processes. Specific instances include a noticeable decrease in referrals compared to other providers, suggesting a biased distribution that disadvantages our clients and organization.
- **Proposed Solutions:** We advocate for a transparent, equitable referral system, periodic audits of referral practices, and a review of policies to ensure fair treatment of all service providers in the ABI Waiver Program.

Grievance 2: Service and Intervention Plans

- **Overview:** There have been instances where ABI Resources LLC did not receive essential service and intervention plans on time. This lack of timely information compromises our ability to provide effective care and maintain financial integrity.
- **Proposed Solutions:** Implementation of a streamlined, reliable process for the timely delivery of service and intervention plans, and clear communication channels between providers and program administrators.

Grievance 3: Concealment of Public Information

- **Overview:** The Medicaid ABI Waiver Program Directory of Providers has not been made adequately available, limiting the ability of individuals to make informed choices and affecting our visibility in the program.

- **Proposed Solutions:** Ensure the directory is publicly accessible, regularly updated, and transparent, allowing clients to make informed choices about their care providers.

Grievance 4: Unauthorized Care Management Services

- **Overview:** Concerns about unauthorized provision of care management consultation services in ABI Waiver Program 1, which may contravene established protocols.
- **Proposed Solutions:** Investigate and rectify instances of unauthorized services, and reinforce compliance with program guidelines and standards.

Grievance 5: Unethical Practices and Possible Kickback Schemes

- **Overview:** Alarming indications of conflicts of interest and unethical practices within the program, including potential kickback arrangements, have been observed.
- **Proposed Solutions:** Conduct a thorough investigation into these practices, establish stricter oversight mechanisms, and enforce ethical standards across the program.

Grievance 6: Rental Agreements in Medicaid ABI Waiver Program

- **Overview:** The current structure of rental agreements within the program restricts consumer choice and freedom, creating a monopolistic environment detrimental to clients and providers.
- **Proposed Solutions:** Review and revise rental agreement policies to promote fair competition and consumer choice, ensuring transparency and ethical practice in housing arrangements.

Call to Action and Recommendations

Immediate Actions Required

1. **Review of Referral Processes:** An immediate audit and review of the referral processes within the Connecticut Medicaid ABI Waiver Program to ensure fairness and transparency.
2. **Timely Delivery of Service Plans:** Establish protocols to guarantee the timely delivery of service and intervention plans to all providers.
3. **Accessibility of Provider Directory:** Immediate action to make the ABI Waiver Program's Provider Directory fully accessible and transparent to clients and providers.

Long-term Systemic Recommendations

1. **Policy Overhaul:** A comprehensive review and overhaul of policies governing referral processes, service plan distributions, and care management services.
2. **Enhanced Oversight and Accountability:** Implementing stricter oversight mechanisms and accountability measures to prevent unethical practices and potential conflicts of interest.
3. **Consumer Choice in Rental Agreements:** Reforming rental agreement policies to promote fair competition, consumer choice, and transparency within the program.

These actions and reforms are vital for maintaining the integrity of the Connecticut Medicaid ABI Waiver Program and ensuring equitable treatment and high-quality care for all clients.

Conclusion

This report, prepared by David Medeiros and ABI Resources LLC, comprehensively outlines several critical grievances faced within the Connecticut Medicaid ABI Waiver Program. These issues, ranging from discriminatory business practices to the concealment of public information, unauthorized services, and potential unethical practices, significantly impact the quality of care provided to individuals with acquired brain injuries and the operational integrity of service providers like ABI Resources LLC.

The call for action is clear and urgent. Immediate steps, as outlined in this report, are necessary to address these grievances, followed by a commitment to long-term systemic improvements. Only through transparent, fair, and ethical practices can the program truly fulfill its mission of supporting and rehabilitating individuals with acquired brain injuries.

We urge the responsible authorities to consider these grievances seriously and take prompt, effective action. The wellbeing of many individuals and the effectiveness of the ABI Waiver Program depend on these crucial improvements.



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10/31/2023

Subject: Formal Grievance Concerning Discriminatory Unfair Business Practices within the Connecticut Medicaid ABI Waiver Program

To: All pertinent departments within the state of Connecticut,

I trust this correspondence reaches you in excellent health and high spirits. My name is David Medeiros, and I am addressing you in my capacity as a concerned business owner, resident, and individual with a disability residing in the state of Connecticut. I have the honor of leading ABI Resources, a distinguished service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.

I find myself compelled to highlight and formally complain about a series of blatant and persistent inequities pertaining to discriminatory business practices occurring under the aegis of the aforementioned program. Despite my multiple, concerted efforts to engage in constructive dialogue with the Connecticut Department of Social Services, addressing these grave concerns has been met with a disconcerting lack of engagement and rectification. This situation has had a deleterious impact not only on the operations of ABI Resources but also on the well-being and quality of service accessible to the disabled individuals we are committed to serving.

Key Concerns and Grievances:

a) **Medicaid Referrals:**

b) **Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency**

a) **Medicaid Referrals:**

There is a prevailing lack of transparency and an apparent bias in the Medicaid referral processes within the ABI Waiver Program. ABI Resources, despite an unwavering commitment to excellence in service delivery, has been unfairly marginalized, resulting in an unequal and unjust distribution of referrals.

Addressing issues of transparency, bias, and unfair marginalization in Medicaid referrals, particularly within the Acquired Brain Injury (ABI) Waiver Program, is crucial to ensuring equitable access to quality healthcare services for all eligible individuals. ABI Resources and similar service providers play a vital role in supporting individuals with acquired brain injuries, and it is essential that they are treated fairly in the referral process to continue their commitment to excellence in service delivery.

Potential Steps to Address the Issue:

Increase Transparency:

Implement a transparent referral process where criteria for referrals are clearly defined and made publicly available.

Establish a monitoring system to track and publish referral data, including the number of referrals made to each service provider and the reasons for referral decisions.

Conduct an Independent Audit:

Hire an independent entity to conduct a thorough review of the Medicaid referral processes within the ABI Waiver Program to identify any biases or unfair practices.

The audit should also evaluate the performance and quality of services provided by ABI Resources and other service providers to ensure that referrals are based on merit and the ability to meet the needs of individuals with acquired brain injuries.

Implement a Fair and Equitable Referral System:

Develop a standardized and objective referral system that ensures all service providers are evaluated based on the same criteria.

Consider incorporating a randomized component to the referral process to prevent bias and ensure a fair distribution of referrals.

Engage Stakeholders:

Create a platform for open dialogue between Medicaid officials, service providers, individuals with acquired brain injuries, and their families to discuss concerns related to the referral process.

Use feedback from stakeholders to continuously improve the referral system and address any emerging issues.

Provide Training and Education:

Offer training to Medicaid officials and other stakeholders involved in the referral process to raise awareness about potential biases and the importance of a fair and equitable system.

Educate service providers about the referral process, criteria for referrals, and steps they can take if they believe they have been treated unfairly.

Establish a Complaint and Appeal Process:

Create a clear and accessible complaint and appeal process for service providers who believe they have been unfairly marginalized in the referral process.

Ensure that complaints are thoroughly investigated and that corrective action is taken when warranted.

Promote Accountability:

Hold Medicaid officials and other stakeholders accountable for ensuring a fair and transparent referral process.

Implement consequences for individuals or entities found to be engaging in biased or unfair practices.

Regularly Review and Update Policies:

Conduct regular reviews of referral policies and procedures to ensure they remain up-to-date, fair, and transparent.

Update policies as needed to address any identified issues and to adapt to changing needs and circumstances.

Addressing the issues of transparency, bias, and unfair marginalization in Medicaid referrals within the ABI Waiver Program is essential to ensuring that all eligible individuals have equal access to high-quality services. It is imperative that service providers like ABI Resources are treated fairly and equitably in the referral process to uphold the integrity of the healthcare system and to foster trust among all stakeholders. Implementing the above steps could contribute significantly to creating a more transparent, fair, and equitable referral system, ultimately benefiting individuals with acquired brain injuries and the service providers dedicated to supporting them.

b) Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency

Provider: A Medicaid service agency provider is offering financial incentives to consumers, leading to an imbalance in the competitive landscape. This kind of practice can indeed raise serious ethical, legal, and fairness concerns.

Ethical Concerns:

Conflicts of Interest: Financial incentives could create a conflict of interest, where the provider's financial gain takes precedence over the best interests of the consumer.

Bias and Unfairness: It could lead to bias in referrals, favoring certain providers over others irrespective of the quality of services they offer.

Erosion of Trust: Such practices can erode trust in the Medicaid system and healthcare providers, as consumers may question the motives behind the services they are being referred to.

Legal Concerns:

Violation of Anti-Kickback Statutes: Providing inducements to influence the referral of services covered by Medicaid can violate anti-kickback statutes, potentially leading to legal actions and penalties.

False Claims Act Violations: If such inducements lead to fraudulent billing or claims, it could result in violations of the False Claims Act.

Non-Compliance with Medicaid Regulations: Medicaid has strict guidelines and regulations to ensure fairness and prevent fraud, and engaging in such practices can result in non-compliance and potential debarment from the program.

Lack of Responsiveness to Complaints and Reports: Our persistent complaints and reports, meticulously documenting these issues, have been met with apathy. There is an alarming deficit in the investigation, redressal, and accountability mechanisms within the system.

Adverse Impacts on ABI Resources:

Financial Duress: The discriminatory practices and referral shortages have placed ABI Resources under significant financial duress, compromising our ability to maintain operational viability and deliver superior services to our clients.

Reputational Harm: The state's nonintervention and perceived partiality have led to an erosion of our reputation. This has resulted in ABI Resources being unjustly perceived as a less favorable service provider, regardless of our commitment to quality and excellence.

Demoralization of Workforce: The protracted nature of these issues has led to a pervasive sense of demoralization among our staff and stakeholders, adversely impacting the morale and efficacy of our organizational operations.

Addressing the Issue:

Regulatory Oversight: There should be strict oversight and monitoring by regulatory bodies to ensure that all Medicaid service agency providers are complying with laws and regulations.

Transparency: Increasing transparency in the referral process can help in ensuring that referrals are made based on the quality of services rather than financial incentives.

Whistleblower Protections: Encouraging whistleblowing and providing protections for whistleblowers can help in uncovering and addressing such unethical practices.

Penalties and Sanctions: Implementing strict penalties and sanctions for those found guilty of engaging in such practices can act as a deterrent.

Public Awareness: Educating consumers about the potential for such conflicts of interest and providing them with information on how to report suspicious activities can empower them to make informed decisions.

Addressing this issue is crucial for maintaining the integrity of the Medicaid program, ensuring that consumers receive the best possible care, and fostering a competitive and fair marketplace for healthcare services.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a

comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member





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11/13/2023

Subject: Formal Grievance Complaint Concerning Connecticut Medicaid ABI Waiver Program Service and Intervention Plans.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources, a dedicated provider of essential services to individuals with acquired brain injuries (ABI). This letter serves to formally raise a grievance and file a complaint concerning the serious issue of not receiving Medicaid Acquired Brain Injury (ABI) Waiver Program service and intervention plans from consumer-assigned care management consultants. This situation has gravely impacted the operational and financial integrity of ABI Resources.

As per the stipulations of the ABI Waiver Program, a "Service Plan" is an essential document that outlines the necessary medical and community-based services enabling individuals to live outside institutional settings. The provision of individualized service plans include measurable goals, objectives, and documentation of total service costs.

Additionally, "Intervention Plans," developed by cognitive behaviorists, are crucial in identifying and managing treatment goals and interventions for our

clients. However, despite our repeated efforts and adherence to the required protocols, we have not received these vital documents from care management. The lack of these plans has led to significant operational and financial difficulties for ABI Resources.

Sec. 17b-260a-6. Person-centered planning process (a) The service plan shall be developed based on a person-centered planning model, as described in 42 CFR 441.301(c), as amended from time to time. The individual shall lead the planning process where possible, and in accordance with section 17b-260a-11(a) of the Regulations of Connecticut State Agencies.

6) Prohibit providers of waiver services for the individual, or those who have an interest in or are employed by a provider of waiver services for the individual, from providing care management or participating in the development of the person-centered service plan;

Key Concerns and Grievances:

Non-Receipt of Essential Documents: Despite adherence to protocol, ABI Resources has not received the mandated individualized service and intervention plans, which include measurable goals and objectives for the consumers we serve. Furthermore, the necessary intervention plans developed by cognitive behaviorists, which outline treatment goals and interventions, have also not been provided by care management.

Concerns: Impact on Daily Support Staff and Program Consumers

In addition to the aforementioned issues, the absence of these critical Medicaid ABI Waiver Program plans has significantly affected our daily support staff and, consequently, the consumers of the program.

Impact on Daily Support Staff:

Lack of Clear Direction: Without structured plans, staff members struggle to provide focused and effective services, as they lack clear guidelines and objectives.

Increased Workload and Stress: The ambiguity surrounding treatment goals and methods has led to an increased workload and heightened stress levels among staff, impacting their well-being and job satisfaction.

Professional Inefficiency: Staff are unable to utilize their skills and training effectively, leading to professional dissatisfaction.

Difficulty in Tracking Progress: The absence of measurable goals makes it challenging for staff to track and report on client progress accurately.

Risk of Non-Compliance: Without proper guidelines, there is an increased risk of non-compliance with regulatory standards, potentially leading to legal and ethical issues.

Reduced Team Morale: The overall uncertainty and increased challenges have adversely affected team morale and cohesion.

Impact on Consumers of the Program:

Inconsistent Service Quality: Consumers face variability in the quality of care received, as staff members lack consistent plans to guide their services.

Slowed Progress: The absence of structured goals and interventions can slow down or hinder the progress and rehabilitation of consumers.

Reduced Confidence in Services: Consumers and their families may lose confidence in the quality and effectiveness of the services provided.

Increased Vulnerability: Consumers, particularly those with severe conditions, become more vulnerable due to the lack of tailored, goal-oriented care.

Potential for Unmet Needs: Without specific plans, some needs of consumers may remain unidentified and unaddressed, leading to gaps in care.

Emotional and Psychological Impact: The inconsistency and uncertainty in care can have adverse emotional and psychological effects on consumers.

These challenges not only make the daily responsibilities of our care providers more arduous but also critically undermine the quality of care and support we can offer to our consumers. It is imperative that these issues be addressed immediately to ensure the well-being of both our staff and the consumers who rely on our services.

Adverse Impacts on ABI Resources:

The cumulative effect of these issues has placed ABI Resources in a precarious financial and operational position.

Financial Losses: The absence of these critical documents has led to substantial financial losses, severely hampering our ability to function effectively.

Staffing Challenges: The lack of structured plans has created many challenges for our service providers and as a result, we have faced significant staffing issues, including layoffs and the challenges to maintain essential personnel.

Client Impact: Our capacity to offer consistent and high-quality services has been compromised, leading to a loss of clients and a tarnishing of our reputation.

Administrative Burden: The lack of structured plans has resulted in an increased administrative load, as we strive to manage without proper guidance.

Overall Business Impact: These compounded issues threaten the viability of ABI Resources and our mission to serve those in need.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

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Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The

equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
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11/15/2023

Subject: Formal Grievance and Complaint Regarding the Concealment of Public Information: Medicaid ABI Waiver Program Directory of Providers.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources to express our formal grievance and file a complaint regarding the handling of the Medicaid Acquired Brain Injury (ABI) Waiver Program by the Connecticut Department of Social Services (DSS). Specifically, our complaint centers on the apparent concealment of the Medicaid ABI Waiver Program Directory of Providers, a critical public resource.

Key Concerns and Grievances:

- a) Denial of Public Access to Information: The DSS managed Medicaid ABI Waiver Program Directory of Providers is public information, rightfully accessible to all. Its concealment not only violates the principles of transparency and public service but also directly impacts those in dire need of these services.
- b) Inaccessibility to Vulnerable Populations: The absence of accessible information severely restricts the ability of individuals with acquired brain



injuries, their families, and caregivers to make informed decisions regarding care and support. This lack of access is particularly detrimental, given the complex needs of this population.

- c) Increased Risk and Exploitation: Without knowledge of accredited and reputable providers, vulnerable individuals are at a heightened risk of exploitation and subpar services, which can lead to adverse health outcomes.
- d) Unnecessary Strain on Families and Caregivers: Families and caregivers, already burdened with care responsibilities, face additional challenges in finding appropriate services, contributing to increased stress and potential caregiving errors.
- e) Financial and Operational Impact on ABI Resources: As a provider, ABI Resources has suffered considerable financial losses due to decreased client engagement and an increased administrative burden. This situation stems directly from the unavailability of the provider directory, which hinders our ability to efficiently connect with potential clients.
- f) Administrative Burdens and Resource Diversion: The lack of a central, accessible directory has led to an excessive administrative load, diverting critical resources from our core mission of providing care.

Proposed Solutions and Steps to Address the Issue:

- 1) Immediate Disclosure and Accessibility: We request the immediate release of the Medicaid ABI Waiver Program Directory of Providers, ensuring it

is readily accessible to all stakeholders, particularly the public and vulnerable populations.

- 2) Commitment to Transparency: The DSS should commit to ongoing transparency in all aspects of the ABI Waiver Program, including regular updates and easy access to all program-related information.
- 3) Constructive Dialogue and Rectification: ABI Resources seeks to engage in a constructive dialogue with the DSS to discuss the implications of this concealment and explore potential avenues for rectifying the financial and operational impacts.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

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I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

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11/16/2023

Subject: Formal Complaint and Request for Immediate Clarification on
Unauthorized Care Management Consultation Services in ABI Waiver Program 1.

To: All pertinent departments within the state of Connecticut,

Connecticut Department of Social Services and Relevant Oversight Bodies

I am writing on behalf of ABI Resources to express grave concerns and urgently seek detailed clarification on practices we have observed within the Medicaid Acquired Brain Injury (ABI) Waiver Program, particularly in ABI Waiver Program 1. Our complaint specifically focuses on what appears to be an unauthorized provision of care management consultation services in Program 1, a practice traditionally and explicitly designated for Program 2 under existing guidelines. This letter outlines our observations, the potential negative impacts on our business operations and our consumers, and our urgent requests for resolution

Key concerns and grievances:

1. Unauthorized Consultation Services: The core of our concern lies in the apparent provision of care management consultation services to consumers in ABI Waiver Program 1. This practice is not authorized under the current program guidelines and represents a significant breach of protocol,

raising serious concerns about compliance and oversight within the program.

2. Lack of Clarity and Transparency in Program Administration: The sudden and unexplained introduction of these services in Program 1 has created an atmosphere of confusion and uncertainty. We seek immediate and detailed clarification from the Department on whether there have been any recent changes to the scope or administration of ABI Waiver Program 1 that would authorize such services.
3. Improper Recommendations for Program Transitions: Additionally, we have noted instances where care managers are inappropriately advising Program 1 consumers to transition to Program 2. This advice, given without proper authority or assessment, potentially disrupts the tailored care plans crucial for the recovery of individuals with acquired brain injuries.

In-Depth Analysis of Impact on ABI Resources and Consumers:

1. Operational and Strategic Challenges: The introduction of potentially unauthorized services has disrupted our strategic planning and operational execution. It has forced us to reevaluate our service delivery models and resource allocation, potentially leading to inefficiencies and diminished care quality.
2. Risk to Consumer Trust and Quality of Care: The ambiguity surrounding these services risks damaging the trust that consumers and their families have in the system. It raises concerns about the appropriateness of care

provided, which is essential for effective recovery and rehabilitation in ABI cases.

3. Market Imbalance and Competitive Disadvantage: This situation creates an unfair market environment. Providers adhering to the guidelines may be at a disadvantage compared to those who are offering these additional, potentially unauthorized services. This not only affects our competitive position but also skews the overall market dynamics in ABI care services.

Specific Requests for Resolution and Enhanced Transparency:

1. Comprehensive Investigation and Clear Communication: We request an immediate, comprehensive investigation into the provision of care management consultation services in ABI Waiver Program 1, accompanied by clear communication on any policy adjustments.
2. Immediate Enforcement of Compliance: We urge the prompt enforcement of existing program guidelines and the cessation of any unauthorized practices.
3. Proactive Support and Guidance for All Stakeholders: We advocate for the development of support and guidance initiatives for both service providers and consumers to navigate these changes effectively, ensuring everyone is fully informed about their rights and the services available.
4. Corrective Measures for Non-Compliance: Implementation of corrective actions, including disciplinary measures, against entities found in violation of program rules, to maintain the integrity and effectiveness of the program.

Conclusion:

ABI Resources is deeply committed to providing high-quality care within the ABI Waiver Program framework. The current situation, marked by potential unauthorized practices, poses significant challenges to our operations and the well-being of our consumers. We trust that the Connecticut Department of Social Services and relevant oversight bodies will address these issues with the urgency and thoroughness they demand, ensuring the program's integrity and efficacy. We look forward to a swift, detailed, and transparent response to this critical issue.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services
Connecticut Attorney General's Office
Connecticut Commission on Human Rights and Opportunities
Connecticut Office of the Healthcare Advocate
Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member



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>

11/16/2023

Subject: Formal Complaint Regarding Unethical Practices and Possible Kickback Schemes in ABI Waiver Program.

To: All pertinent departments within the state of Connecticut,

I am David Medeiros from ABI Resources, and I present this document to voice our serious concerns about certain activities within the Medicaid Acquired Brain Injury (ABI) Waiver program. These activities, which appear to breach ethical standards and potentially violate Medicaid regulations, require immediate scrutiny and action.

Examination of the ABI Waiver Program's Framework:

The ABI Waiver Program, established under sections 17b-260a-1 to 17b-260a-17 of the Connecticut State Agencies regulations, is designed to offer nonmedical, home, and community-based services to eligible individuals with an ABI. This program emphasizes the need for cost-effective services, personalized care, and adherence to strict qualifications for providers, ensuring that the services provided meet the highest ethical and professional standards.



Conflicts Arising from Service Provision:

Dual Service Conflict:

In the context of the ABI Waiver Program, a significant conflict has emerged due to an agency providing both Clinical Behavioral Therapy (CBT) and daily non-medical services to the same group of consumers. This situation raises several concerns:

Therapeutic Recommendations Overlapping with Financial Interests:

There is an apparent alignment of therapeutic recommendations with the agency's financial interests. The agency uses the platform of CBT sessions to recommend additional non-medical services that it also provides. This practice suggests a dual benefit for the agency, where it gains financially from both therapy sessions and the subsequent non-medical services.

Influence on Consumer Choice:

The dual role of the agency potentially influences consumer choice, where therapeutic sessions, which should be neutral and solely in the interest of the Consumer's health, may be used to steer consumers towards additional services provided by the same agency. This situation can lead to biased recommendations that may not always be in the best interest of the consumer.

Cycle of Service Provision and Financial Gain:

There is a creation of a cycle wherein the agency, through its provision of CBT, identifies or creates a need for additional services, fulfills these needs through its non-medical services arm, and consequently benefits financially. This cycle raises questions about the objectivity of the service recommendations and the potential for unnecessary or excessive services being provided.

Potential for Overutilization of Services:

This overlap in services could lead to overutilization, where consumers receive more services than are necessary, leading to increased costs for the Medicaid program.

Ethical Implications:

The practice blurs the lines between therapeutic need and financial gain, potentially compromising the ethical standards expected in healthcare and social service provision.

These concerns necessitate a thorough examination to ensure that services provided under the ABI Waiver Program are free from conflicts of interest, maintain the highest ethical standards, and truly serve the best interests of the consumers.

Manipulative Consumer Steering and Personnel Poaching:

Directing Consumer Choices:

The conduct of the agency's Clinical Behavioral Therapy (CBT) providers has raised significant concerns regarding the manipulation of Consumer choices. This issue manifests in several ways:

Targeted Referrals:

CBT providers are reportedly channeling consumers towards the agency's own non-medical services. This practice goes beyond the realm of impartial medical advice, as it systematically directs consumers to services that benefit the agency financially, rather than based on the unbiased assessment of Consumer needs.

Influence on Consumer Decision-Making:

This approach potentially undermines the autonomy of consumers in making informed decisions about their care. By directing consumers towards specific services, there's a risk that consumers are being provided a narrowed view of available options, influenced more by the agency's financial interests than by Consumer welfare.

Questionable Ethical Practices:

The behavior of these CBT providers raises ethical questions, particularly regarding the integrity of their recommendations. It potentially violates the principle of acting in the best interests of the Consumer, a cornerstone of healthcare and therapeutic professions.

Unfair Competitive Tactics:

The agency's practices extend beyond Consumer manipulation, affecting the broader operational dynamics within the industry:

Staff Poaching:

Reports indicate that the agency has engaged in poaching staff from other providers. This action not only disrupts the operations of other agencies but also indicates a strategic approach to weaken competition and consolidate the agency's position in the market.

Disruption of Industry Standards:

Such tactics contribute to an uneven playing field, where ethical providers adhering to fair hiring practices are disadvantaged. This behavior can lead to a destabilization of the market, with one agency gaining undue advantage and influence.

Impact on Service Quality:

The poaching of staff may lead to a shortage of skilled professionals in other agencies, potentially affecting the quality of care and services provided to consumers across the industry.

These practices of manipulative Consumer steering and personnel poaching call for an in-depth review to ensure that the ABI Waiver Program operates in a fair, ethical, and competitive environment, where Consumer welfare and industry standards are upheld.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, Clinical Behavioral Therapy (CBT) professionals, and care management consultants reveal possible mechanisms of kickback arrangements. This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where CBT professionals and care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that CBT professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the

integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing and service utilization, where Consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.

The existence of these indicators necessitates a thorough investigation to ascertain the presence of kickback arrangements and to evaluate their impact on the Medicaid program's ethical standards and financial integrity. It is imperative to ensure that all practices within the ABI Waiver Program align with legal and ethical guidelines, safeguarding the program's integrity and the wellbeing of its beneficiaries.

Impact on ABI Resources:

Revenue Reduction

Consumer Diversion Impact:

ABI Resources has experienced a significant downturn in revenue, which can be directly attributed to the diversion of consumers towards the agency in question. This diversion likely results from the alleged unethical steering and manipulative practices, leading to a reduced Consumer base for ABI Resources.

Financial Viability Threatened:

The reduction in revenue poses a threat to the financial viability and sustainability of ABI Resources, impacting our ability to provide quality care and services to our consumers.

Operational Cost Surge:

Increased Marketing Expenditures: In an effort to counteract the loss of consumers and to rebuild our Consumer base, ABI Resources has had to significantly increase our investment in marketing. These additional expenses are necessary to communicate our commitment to ethical practices and quality care to the community.

Legal and Consultation Fees:

Addressing these unethical practices and exploring legal avenues for recourse has led to increased spending on legal consultations and related services. These expenditures are essential for navigating the complexities of the situation and seeking justice, but they also divert resources from other operational areas.

Consumer Relationship Erosion:

Loss of Trust and Business: The most profound impact has been on our established Consumer relationships. The manipulative practices of the agency in question have led to a loss of trust among our consumers, as they are steered away from ABI Resources. This erosion of trust is deeply concerning, as it undermines the long-standing relationships we have built based on care, integrity, and ethical service provision.

Reputation Damage:

The wider implications of these practices in the industry have led to a tarnished reputation, not just for the agency in question, but for service providers in general, including ABI Resources. Restoring our reputation in the wake of these events is a significant challenge, requiring substantial effort and resources.

The cumulative effect of these impacts on ABI Resources is profound, affecting not just our financial stability but also our reputation and, most importantly, our ability to serve our consumers effectively. It is imperative that these issues are addressed comprehensively to restore the integrity of service provision within the ABI Waiver Program and to protect agencies like ours that are committed to ethical practices.

Formal Requests Thorough Examination and Compliance Review:

Comprehensive Investigation:

We formally request a complete and thorough examination of the outlined practices. This investigation should encompass all entities involved, including the service provider, CBT professionals, and care management consultants.

Medicaid Compliance Review:

A detailed review of Medicaid compliance is crucial to determine if these practices violate Medicaid regulations and standards.

Application of Corrective and Disciplinary Measures:

Immediate Corrective Action: Upon confirmation of these practices, we strongly advocate for swift implementation of corrective measures to address and rectify the identified issues.

Disciplinary Proceedings:

We also call for appropriate disciplinary actions against any parties found to be complicit in these unethical practices, in accordance with legal and regulatory guidelines.

Review and Revision of Policies and Oversight:

Policy Overhaul:

A comprehensive review and subsequent revision of existing policies within the ABI Waiver Program is necessary. This review should focus on closing loopholes that allow for such unethical practices and ensuring robust safeguards against future violations.

Enhanced Oversight Mechanisms:

We propose the establishment or enhancement of oversight mechanisms within the ABI Waiver Program to ensure ongoing compliance with ethical and legal standards.

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member



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Fax: (860) 465-9591

<https://www.CTbrainINJURY.com>

11/20/2023

Subject Complaint and Request for Clarity Regarding Rental Agreements in the Medicaid ABI Waiver Program 1 and 2.

To: All pertinent departments within the state of Connecticut,

As a stakeholder in the Medicaid Acquired Brain Injury (ABI) Waiver Program, we, David Medeiros and ABI Resources, wish to raise a serious concern and request clarity regarding a critical issue impacting consumers and service providers within the program.

Key Grievance and Request:

We have observed a growing trend where consumers of the ABI Waiver Program are being locked into rental agreements with agency service providers or their business partners. These arrangements appear to significantly restrict consumer choice and freedom, creating a monopolistic environment detrimental to both consumers and independent service providers like ABI Resources.

Concerns:

Restricted Consumer Choice: Consumers are often coerced into staying with a particular agency due to fears of losing their housing, and belongings, or causing



inconvenience to roommates. This undermines the fundamental principle of consumer choice and control in the ABI Waiver Program.

Fear of Repercussions:

Many consumers feel trapped, unable to voice concerns about neglect or abuse due to the fear of losing their housing or facing other retaliatory actions.

Isolation from Advocacy and Assistance:

These rental agreements may isolate consumers from external resources and advocacy groups, further reducing their ability to seek help or change service providers.

Monopolistic Practices:

Such arrangements foster a monopolistic marketplace, hindering the ability of independent providers like ABI Resources to compete fairly and offer services to consumers.

Financial Concerns:

These rental agreements often involve dual payments - for waiver program services and rent - potentially leading to financial improprieties, especially when both payments are sourced from state or federal funding.

Request for Action:

Investigation into Legal and Ethical Violations:

We request a thorough investigation into these practices for potential violations of consumer rights, anti-trust laws, and Medicaid regulations.

Transparency and Regulatory Oversight:

There is a need for greater transparency and oversight in how rental agreements are managed within the ABI Waiver Program to ensure they do not conflict with program objectives or consumer rights.

Guidance and Policy Review:

We seek clear guidance on acceptable practices regarding rental agreements and the integration of housing with service provision.

Support for Affected Service Providers:

We request consideration of the adverse impact these practices have on service providers like ABI Resources, who strive to offer competitive and consumer-focused services.

Your prompt attention to this matter is crucial for maintaining the integrity of the ABI Waiver Program and the well-being of its consumers.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, and care management consultants reveal possible mechanisms of kickback arrangements.

This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing, service utilization, and rental arrangements where consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.

The existence of these indicators necessitates a thorough investigation to ascertain the presence of kickback arrangements and to evaluate their impact on the Medicaid program's ethical standards and financial integrity. It is imperative to ensure that all practices within the ABI Waiver Program align with legal and ethical guidelines, safeguarding the program's integrity and the wellbeing of its beneficiaries.

Impact on ABI Resources:

Revenue Reduction

Consumer Diversion Impact:

ABI Resources has experienced a significant downturn in revenue, which can be directly attributed to the diversion of consumers towards the agencies in question. This diversion likely results from the alleged unethical steering and manipulative practices, leading to a reduced Consumer base for ABI Resources.

Financial Viability Threatened:

The reduction in revenue poses a threat to the financial viability and sustainability of ABI Resources, impacting our ability to provide quality care and services to our consumers.

Operational Cost Surge:

Increased Marketing Expenditures:

In an effort to counteract the loss of consumers and to rebuild our Consumer base, ABI Resources has had to significantly increase our investment in

marketing. These additional expenses are necessary to communicate our commitment to ethical practices and quality care to the community.

Legal and Consultation Fees:

Addressing these unethical practices and exploring legal avenues for recourse has led to increased spending on legal consultations and related services. These expenditures are essential for navigating the complexities of the situation and seeking justice, but they also divert resources from other operational areas.

Consumer Relationship Erosion:

Loss of Trust and Business:

The most profound impact has been on our established Consumer relationships. The manipulative practices of the agency in question have led to a loss of trust among our consumers, as they are steered away from ABI Resources. This erosion of trust is deeply concerning, as it undermines the long-standing relationships we have built based on care, integrity, and ethical service provision.

Reputation Damage:

The wider implications of these practices in the industry have led to a tarnished reputation, not just for the agency in question, but for service providers in general, including ABI Resources. Restoring our reputation in the wake of these events is a significant challenge, requiring substantial effort and resources.

The cumulative effect of these impacts on ABI Resources is profound, affecting not just our financial stability but also our reputation and, most importantly, our ability to serve our consumers effectively. It is imperative that these issues are addressed comprehensively to restore the integrity of service provision within the

ABI Waiver Program and to protect agencies like ours that are committed to ethical practices.

Formal Requests Thorough Examination and Compliance Review:

Comprehensive Investigation:

We formally request a complete and thorough examination of the outlined practices. This investigation should encompass all entities involved, including the agency service provider and care management consultants.

Medicaid Compliance Review:

A detailed review of Medicaid compliance is crucial to determine if these practices violate Medicaid regulations and standards.

Review and Revision of Policies and Oversight:

Policy Overhaul:

A comprehensive review and subsequent revision of existing policies within the ABI Waiver Program is necessary. This review should focus on closing loopholes that allow for such unethical practices and ensuring robust safeguards against future violations.

Enhanced Oversight Mechanisms:

We propose the establishment or enhancement of oversight mechanisms within the ABI Waiver Program to ensure ongoing compliance with ethical and legal standards.

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

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I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications

have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member





DEPARTMENT OF PUBLIC HEALTH

DPH FLIS - Facility Licensing & Investigations Section (FLIS)

FLIS Complaint Submission

Section 1. Person Filing Out the Complaint Form Information

First Name

DAVID

Last Name

MEDEIROS

Address

39 Kings Highway, STE C, STE C

City

Gales Ferry

State

CT

Zip Code

06335

Email

aabiwr@live.com (mailto:aabiwr@live.com)

Primary Phone

(860) 942-0365

Cell Phone

Section 2. Facility Information

Facility Name

Connecticut Community Care

Address

43 Enterprise Drive Bristol, Connecticut 06010

City

Bristol

State

Connecticut

Zip Code

06010

Section 3. Patient Information**Patient Related?**

☒ Yes ☐ No

First Name

Medicaid consumers of the Connecticut Medicaid ABI Waiver Program

Last name

43 Enterprise Drive Bristol, Connecticut 06010

Date of Birth**Is the patient still in the facility?**

☐ Yes ☒ No ☐ Do not know

Your relationship to the Patient

Attorney

Section 4. Complaint Information

09/25/2023 Subject: Urgent: Formal Complaint Regarding Unlawful Steering and Referral Processes by Connecticut Community Care Management Consultation Services. I am writing to formally raise a complaint against Connecticut Community Care Management consultation services with respect to their steering and referral processes being implemented for the federally funded Medicaid ABI Waiver Program. It has come to our attention that consumers currently receiving CBT behavioral services from CCSN are being improperly advised to change providers and are being coerced into signing release of information agreements to transfer to the Supported Living Group. What's more alarming is that consumers are not being provided with the approved provider list and are being informed by care management that no other options are available to them, which is in direct contravention of their rights under the law. Details of Complaint: Issue: Unlawful steering and referral processes Affected Program: Medicaid ABI Waiver Program Affected Consumers: Individuals currently receiving CBT behavioral services from CCSN Conducting Entity: Connecticut Community Care Management consultation services Requested Action: Immediate Investigation: A swift and thorough investigation into the aforementioned unlawful practices to safeguard the rights and interests of the affected consumers. Assurance of Compliance: Assurance that Connecticut Community Care Management services comply strictly with all federal and state laws governing the Medicaid ABI Waiver Program. Provision of Approved Provider List: Immediate provision of the approved provider list to all affected consumers. Restoration of Consumer Rights: Ensuring that consumers are well-informed of their rights and available options and are not misled

or coerced into making uninformed decisions. Legal Implications: The actions conducted by Connecticut Community Care Management consultation services could potentially contravene federal and state laws protecting consumer rights and governing Medicaid programs, leading to severe legal repercussions, including sanctions, penalties, and loss of licensure. I kindly request your immediate attention to this grave matter, and I urge DSS to take stringent action against any and all entities engaging in unlawful and unethical practices, ensuring the protection and well-being of all consumers under the Medicaid ABI Waiver Program. Please inform us of any steps that will be taken in response to this complaint and any additional information you may require from us. Thank you for your immediate attention to this serious issue, and I trust that DSS will uphold the rights of consumers and maintain the integrity of the Medicaid ABI Waiver Program. Sincerely, David Medeiros ABI Resources

This communication is intended solely for the notification and addressing of potential irregularities and misconduct observed in the operation and management of the Medicaid ABI Waiver Program by Connecticut Community Care Management consultation services. The concerns and allegations made herein are predicated on reason to believe and are asserted in good faith, stemming from observed and reported practices which, if substantiated, may amount to violations of applicable law and contractual obligations. This document and the assertions contained within it are not to be interpreted as conclusive proof or an official indictment of the identified entity's integrity, legality, or professional conduct, but rather as a conveyance of serious concerns that warrant immediate attention and thorough investigation. Until such a comprehensive investigation is conducted and its findings are disclosed, no final determinations or judgments regarding the implicated entity's legal or ethical standing should be made. This disclaimer serves to clarify that the information provided is for informational purposes only and does not constitute legal advice, professional diagnosis, opinion, treatment or services to you or to any other individual. We expressly disclaim all liability in respect to actions taken or not taken based on any or all the contents of this communication. We remain, to the fullest extent permissible under law, without prejudice to our rights, remedies, defenses, or claims, whether under the present circumstances or in any future situations arising out of or in connection with the issues raised herein. We reserve the right to make any amendments, revisions, and corrections to the content of this communication as and when new, more accurate, or more comprehensive information becomes available. By acknowledging receipt of this document, you confirm your understanding and acceptance of the terms stated herein and assume responsibility for forwarding this complaint to the appropriate parties or departments for immediate attention and action.

Names of any other person(s) or witness(es) involved in this complaint

Person 1 / Witness 1

First Name

Christine

Last Name

Garcia

Contact Info

+18602876354

Person 2 / Witness 2

First Name

Laura

Last Name

Clark

Contact Info

+18602870442

Section 5. Reporting of Complaint

Did you report this complaint to the facility staff?

☒ Yes ☐ No

Date and Time of Submission

9/25/2023



A. Date the Complaint was reported to the facility staff person:



B. Name and title of the facility staff person to whom the complaint was reported:

C. What action was taken by the facility?

None

Confirmation Number

CTFLIS-2023-1529

RE: 12.12.2023 Subject: Urgent Update Required in Directory of Providers for ABI Resources Services

Valerie Giannelli <vgiannelli@alliedgroup.org>

Tue 12/12/2023 1:28 PM

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

Cc: Marihonor Flagg <mflagg@alliedgroup.org>; Nicole Simmons <nsimmons@alliedgroup.org>

 2 attachments (66 KB)

Extracted pages from ABI II Provider Directory.pdf; Extracted pages from ABI Provider Directory.pdf;

David,

Please see attached directory listings. As you should be aware, there are 2 different ABI Provider Directories: ABI and ABI II as there are different services available between the two programs.

I am not sure what you are looking at or the resource you are using, but I can assure you that the referring access agencies get the updated provider directory information from us.

We have no jurisdiction or control over anything else not associated with our database or managed by us.

Sincerely,

Valerie Giannelli

Manager - Provider Services

Allied Community Resources

ph: 860-627-9500 x138

fax: 860-627-0230

"Creating Opportunities for People"

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>**Sent:** Tuesday, December 12, 2023 12:56 PM**To:** ACR@alliedgroup.org**Cc:** Valerie Giannelli <vgiannelli@alliedgroup.org>; Marihonor Flagg <mflagg@alliedgroup.org>**Subject:** 12.12.2023 Subject: Urgent Update Required in Directory of Providers for ABI Resources Services**Importance:** High

12.12.2023

Subject: Urgent Update Required in Directory of Providers for ABI Resources Services

Dear ACR,

I am writing to bring to your attention a significant oversight in the current Directory of Providers regarding the services offered by ABI Resources.

It has come to our notice that the Directory does not include "Recovery Assistant 1 and 2" among the services provided by ABI Resources. This omission is concerning as it affects the visibility and accessibility of these essential services to those in need.

Furthermore, for complete and accurate representation, I kindly request that the names of all towns and regions where ABI Resources operates be listed. This should also include the designation "CT – Statewide Towns" to emphasize our wide-ranging service areas across Connecticut.

I would appreciate it if you could inform us about the duration for which this oversight has been present in the directory. Prompt action is essential in this matter.

Please ensure that these updates are made and verify all changes. Your prompt attention to this matter is crucial for maintaining the integrity and reliability of the Directory of Providers.

Thank you for your immediate attention to this issue. I look forward to your confirmation of the corrections.

Best regards,

David Medeiros

ABI Resources



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D.Tr. - emergency meeting

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JH

James Hexter

To: You; Michelle Brisman; CYNDI SYSEN; LAURA CLARK; DAVID MEDEIROS; Ronald Sturm; Brogan, Dorine

Fri 1/20/2023 8:28 AM

All that information is already in the invite you accepted.

James Hexter, LMSW

Care Manager, ABI

43 Enterprise Dr, Bristol, CT 06010

860-257-1503 x4156

[WWW.CTCOMMUNITYCARE.ORG](#)

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On Jan 20, 2023, 8:20 AM -0500, A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>, wrote:

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).

Hello Team,

Has a meeting time and date been confirmed? Also would you please provide a call in number?

All the best,

David Medeiros CBIS

<Outlook-goqpqib.jpg>

A.B.I. RESOURCES

[WEBSITE](#) | [FACEBOOK](#)

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

An amazing opportunity to be a part of something much greater than ourselves, supporting people become the best version of themselves.

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D.Tr. emergency meeting

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Fri 1/20/2023 12:30 PM - 1:00 PM

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Microsoft Teams Meeting

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Join

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Yes, I'll attend

▼

JH

James Hexter invited you.

Didn't respond 7

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Alternate teleconference line: Phone number: 234-203-2766 Access code: 950 954 644 #

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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>

11/15/2023

Subject: Formal Grievance and Complaint Regarding the Concealment of Public Information: Medicaid ABI Waiver Program Directory of Providers.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources to express our formal grievance and file a complaint regarding the handling of the Medicaid Acquired Brain Injury (ABI) Waiver Program by the Connecticut Department of Social Services (DSS). Specifically, our complaint centers on the apparent concealment of the Medicaid ABI Waiver Program Directory of Providers, a critical public resource.

Key Concerns and Grievances:

- a) Denial of Public Access to Information: The DSS managed Medicaid ABI Waiver Program Directory of Providers is public information, rightfully accessible to all. Its concealment not only violates the principles of transparency and public service but also directly impacts those in dire need of these services.
- b) Inaccessibility to Vulnerable Populations: The absence of accessible information severely restricts the ability of individuals with acquired brain

injuries, their families, and caregivers to make informed decisions regarding care and support. This lack of access is particularly detrimental, given the complex needs of this population.

- c) **Increased Risk and Exploitation:** Without knowledge of accredited and reputable providers, vulnerable individuals are at a heightened risk of exploitation and subpar services, which can lead to adverse health outcomes.
- d) **Unnecessary Strain on Families and Caregivers:** Families and caregivers, already burdened with care responsibilities, face additional challenges in finding appropriate services, contributing to increased stress and potential caregiving errors.
- e) **Financial and Operational Impact on ABI Resources:** As a provider, ABI Resources has suffered considerable financial losses due to decreased client engagement and an increased administrative burden. This situation stems directly from the unavailability of the provider directory, which hinders our ability to efficiently connect with potential clients.
- f) **Administrative Burdens and Resource Diversion:** The lack of a central, accessible directory has led to an excessive administrative load, diverting critical resources from our core mission of providing care.

Proposed Solutions and Steps to Address the Issue:

- 1) **Immediate Disclosure and Accessibility:** We request the immediate release of the Medicaid ABI Waiver Program Directory of Providers, ensuring it

is readily accessible to all stakeholders, particularly the public and vulnerable populations.

- 2) Commitment to Transparency: The DSS should commit to ongoing transparency in all aspects of the ABI Waiver Program, including regular updates and easy access to all program-related information.
- 3) Constructive Dialogue and Rectification: ABI Resources seeks to engage in a constructive dialogue with the DSS to discuss the implications of this concealment and explore potential avenues for rectifying the financial and operational impacts.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,

David Medeiros

David Medeiros

ABI Resources

Founder, CEO, Director, Team Member

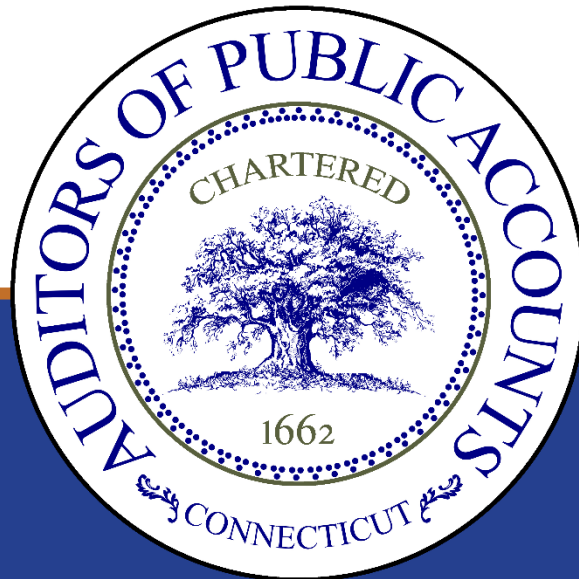
ABI Resources



AUDITORS' REPORT

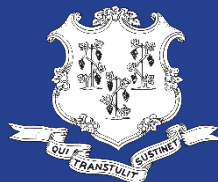
FY 24 PERFORMANCE AUDIT COMPLIANCE REPORT

Department of Social Services: Community First Choice (Follow-up Report)



STATE OF CONNECTICUT
Auditors of Public Accounts

JOHN C. GERAGOSIAN
State Auditor



CLARK J. CHAPIN
State Auditor

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INTRODUCTION

Background

Our office published the [Department of Social Services \(DSS\): Community First Choice \(CFC\) performance audit](#) on June 1, 2022.

The purpose of that audit was to assess the Department of Social Services' operation and oversight of [Community First Choice](#), a Medicaid State Plan service. We focused on the timeliness of the application and enrollment process; controls in place to ensure the care is provided prior to payment; process to train and assist participants in self-directing their care; role of the fiscal intermediary in overseeing the financial aspects of the process; and adequacy of DSS' management of the fiscal intermediary and access agencies.

Community First Choice allows eligible individuals to self-direct access to a personal care assistant (PCA) and other services and supports. DSS contracts with four access agencies in the state to conduct client assessments, develop personalized care plans, perform annual reassessments, and work with a fiscal intermediary to provide employer assistance and budget management support to clients.

There were 3,952 Community First Choice clients in fiscal year 2020 compared to 1,683 in fiscal year 2016 (134% increase). Total expenditures were \$125,192,539 in fiscal year 2020 up from \$36,419,833 in fiscal year 2016 (243% increase).

Follow Up

On August 18, 2023, we requested an update from the Department of Social Services on how it addressed the report's 16 recommendations.

The report's recommendations focused on integrating the Strategy and Operations units' data systems, creating a better system to identify clients struggling with self-direction, tracking and reporting of historical assessment dates and technical assistance calls, developing a method to easily identify the types and timeliness of critical incident report submissions for Community First Choice clients, enhancing data systems and tracking of the CFC application and enrollment process, increasing CFC data integrity, ensuring contracts contain adequate performance measures, and improving fraud investigations and improper payment collections.

Highlighted Agency Accomplishments

Since the release of the audit, the Department of Social Services has taken steps to improve the exchange of information between the Strategy and Operations Units' data systems while working towards the long-term goal of fully integrating the two systems. DSS is ensuring Community First Choice staff have access to the two data systems, added a CFC button to the Operations Unit data system, and continues to onboard new support staff. DSS notes it has faced competing priorities, including the public health emergency and staffing changes, in the period since the audit, but continues to work towards implementing the audit recommendations.

The Department of Social Services appears to have partially or fully implemented 31% of our audit recommendations. This information is solely based upon the department's responses to our update request and may be verified during our next departmental audit.

AGENCY UPDATES

Finding Area 1

The Department of Social Services' Bifurcated Organizational Structure to Oversee Community First Choice is Inefficient

Recommendation 1

The Department of Social Services should integrate the two data systems and improve its organizational structure so that the Community Options - Strategy Unit has access to all information about waiver clients who also receive Community First Choice services. At a minimum, when the Community Options - Operations Unit receives a report of a critical incident, it should make all information readily available to the Strategy Unit. The Strategy Unit should be fully informed about all CFC clients experiencing a critical incident and should be able to obtain a complete description of all CFC client critical incidents in the aggregate.

Status

PARTIALLY IMPLEMENTED

The Department of Social Services has not integrated the Strategy and Operations units' data systems. However, DSS provided Community First Choice support staff access to both systems. The Operation Unit's database added a CFC button to identify and query CFC members with waivers. These units now have a shared critical incident tracking spreadsheet. The DSS response to Recommendation 5 notes the CFC Quality Management team has aggregated critical incident information for all CFC clients.

DSS Update

"The Department continues to work towards these recommendations. The long-term goal is to fully integrate systems through the use of CT METS (CT Medicaid Enterprise Technology System). The Community Options team continues to make progress in this area through attending design meetings with the CT METs team.

In the interim, the Department outlined short-term goals (listed above). The Department has faced competing priorities, including the Public Health Emergency (PHE), and staffing changes that have delayed some of these activities, though the Department continues to work towards these changes.

The CFC program staff support is onboarding new staff members who will work on CFC by providing primary source information and other resources, as well as ensuring staff have dual access to the MyCommunityChoices and Ascend databases. The Department has added a "CFC button" in Ascend to easily identify and query on CFC members. The Strategy Group is working alongside Operations related to the tracking and oversight of all CFC critical incidents. A shared tracking spreadsheet has been created to track all CFC critical incidents which includes the incident and outcome. The Strategy Group is further tracking all incidents of CFC participants through Abuse/Neglect/Exploitation reports to ensure timely standards of response."

Auditor's Note

The short-term goals referenced by DSS here and throughout its current responses were provided by the department as part of its response to the original audit. The department stated, at the time, that it "anticipates that the following business processes will be fully implemented by February 1, 2022:

- Creation of a management workflow for Community First Choice which identifies clear roles and responsibilities;
- Changes to the Ascend system to clearly identify waiver participants that are using CFC self-directed services;
- Provide access to both My Community Choices and Ascend systems for Community Options Strategy and Operations staff to support their work;
- Establish a separate CFC report in Ascend for faster access to CFC identified members; and
- Establish a single system as a primary source for Community First Choice applications and records."

Finding Area 2

Some Department of Social Services' Clients who Only Receive Community First Choice Services may Struggle with Self-Direction

Recommendation 2

The Department of Social Services should develop a better system to identify clients who may be struggling with self-direction, including a method to identify and quantify the total number of clients who have received technical assistance calls.

Recommendation 3

The Department of Social Services should formally assess the adequacy and availability of the Support and Planning Coach service

to assist Community First Choice clients who may have difficulties with managing their care.

Recommendation 4

The Department of Social Services should consider offering quarterly case management services, as an alternative to the Support and Planning Coach services, for CFC-only clients having difficulty self-directing their care. The Department of Social Services can base these services on a minimum number of repeat technical assistant calls from an access agency within a specific period (e.g., 3-month period).

Status

PARTIALLY IMPLEMENTED

The Department of Social Services developed a method to track technical assistance (TA) requests, including the use of spreadsheets. The access agencies submit their data to Quality Management, and the Operations Unit tracks their technical assistance calls. However, DSS did not use call data to identify clients who may be struggling with self-direction.

While DSS continues its work to expand the use of support and planning coaches, it has not formally addressed our recommendation to assess the adequacy and availability of this service. DSS also has not considered offering quarterly case management services to CFC-only clients.

DSS Update

"The Department continues to work towards these recommendations. The long-term goal is to fully integrate systems using CT METS. The Community Options team continues to make progress in this area by attending design meetings with the CT METs team.

In the interim, the Department outlined short-term goals (listed above).¹ The Department has faced competing priorities, including the Public Health Emergency (PHE), and staffing changes, that have delayed some of these activities, though the Department continues to work towards these changes.

The Department continues to work with the Access Agencies and DSS staff to educate and track requests for Technical Assistance (TA). Tracking spreadsheets have been created. The access agencies have worked with their IT systems to pull TA request data from My Community Options. They are submitting clients' requests for TAs, # of TAs requests and date of TA requests quarterly to Quality Management. Additionally, all Operations TA requests are currently pulled and tracked via their critical incidents in Ascend. DSS has worked with the Access Agencies to help ensure TA requests are integrated into their processes. Ascend has been updated to correctly identify and query information on CFC members. The

Quality Management team for CFC have the aggregate of TA requests from both My Community Choices and Ascend databases.

The Department continues to make advancements in the areas of enrollment and use of Support and Planning Coaches. DSS has expanded and continues to grow the provider network through forums, trainings, and simplified billing practices.”

Finding Area 3

The Department of Social Services Lacked Certain Data that would Measure the Operational Performance of Community First Choice

Recommendation 5

The Department of Social Services should develop the systems and capabilities to improve its tracking and reporting of historical assessment dates, technical assistance calls, and critical incident data for Community First Choice clients who are on a waiver. The department should also provide prompt responses to inquiries, even if those responses are limited.

Status

PARTIALLY IMPLEMENTED

The Department of Social Services improved its tracking of technical assistance calls and critical incident data for Community First Choice clients on a waiver. However, DSS did not address the tracking or reporting of historical assessment dates, or the recommendation to provide prompt responses to inquiries.

DSS Update

“The Department continues to work towards these recommendations. The long-term goal is to fully integrate systems using CT METS. The Community Options team continues to make progress in this area by attending design meetings with the CT METs team.

In the interim, the Department outlined short-term goals (listed above).¹ The Department has faced competing priorities, including the Public Health Emergency (PHE), and staffing changes, that have delayed some of these activities, though the Department continues to work towards these changes.

The Department has added a “CFC button” in Ascend to easily identify and query on CFC members and the Critical Incidents information. The CFC Quality Management team collects

information on Critical Incidents for CFC and has the aggregate of information from both Ascend and My Community Choices.

The CFC program staff support is onboarding new staff members who will work on CFC by providing primary source information and other resources, as well as ensuring staff have dual access to the MyCommunityChoices and Ascend databases.

The Department continues to work with the Access Agencies and DSS staff to educate and track Technical Assistance (TA) requests and has created tracking spreadsheets. DSS has worked with the Access Agencies to help ensure TA requests are integrated into their processes. Ascend has been updated to correctly identify and query information on CFC members, including TA requests. The Quality Management team for CFC has the aggregate of TA requests from both My Community Choices and Ascend databases.”

Finding Area 4

The Department of Social Services Cannot Ensure the Timeliness or Verify the Results of all Critical Incident Investigations and Reporting

Recommendation 6

The Department of Social Services should develop a method to easily identify the types and timeliness of critical incident report submissions for any client receiving Community First Choice services. The department should amend its policy and practice to record all necessary details and dates of interest. In addition, the department should record the date its staff or other reporter became aware of the incident and calculate the timeliness of report submission from that date.

Status

NOT IMPLEMENTED

While the Department of Social Services can better identify and query critical incident information for Community First Choice clients on a waiver, DSS has not developed a method to identify the types and timeliness of critical incident report submissions. DSS has not amended its policy and practice to record all necessary details and dates of interest. As a result, DSS cannot calculate the timeliness of submitted reports.

DSS Update

“The Department continues to work towards these recommendations. The long-term goal is to fully integrate systems using CT METS. The Community Options team continues to make

progress in this area by attending design meetings with the CT METs team.

In the interim, the Department outlined short-term goals (listed above). ¹ The Department has faced competing priorities, including the Public Health Emergency (PHE), and staffing changes, that have delayed some of these activities, though the Department continues to work towards these changes.

The Department has added a “CFC button” in Ascend to easily identify and query on CFC members and the Critical Incidents information. The CFC Quality Management team collects information on Critical Incidents for CFC and has the aggregate of information from both Ascend and My Community Choices.

The CFC program staff support is onboarding new staff members who will work on CFC by providing primary source information and other resources, as well as ensuring staff have dual access to the MyCommunityChoices and Ascend databases.”

Finding Area 5

The Department of Social Services needs to Improve its Performance Measures and Enrollment Tracking for Community First Choice

Recommendation 7

The Department of Social Services should improve data systems and performance tracking of the Community First Choice application and enrollment process to ensure it maintains a performance standard for all elements, captures all essential data elements, and can retrieve appropriate data to obtain trends over time.

Recommendation 8

The Department of Social Services should improve and assure integrity of the Community First Choice data maintained by the Department of Social Services and its contractors.

Recommendation 9

The Department of Social Services should ensure contracts contain appropriate and complete performance measures for essential contractor tasks and include penalties for poor performance.

Recommendation 10

The Department of Social Services should improve tracking of contractor call wait times and other call center performance measures, like call abandonment.

Recommendation 11

The Department of Social Services should improve its benchmark measure for payroll errors and ensure that contractors are meeting it.

Recommendation 12

The Department of Social Services should consider requiring its contractors to engage independent public accountants to perform third-party service provider reports (i.e., System and Organization Controls).

Status**NOT IMPLEMENTED**

The Department of Social Services has not improved its Community First Choice application and enrollment data systems and performance tracking. DSS is negotiating a new fiscal intermediary contract and took these recommendations into consideration. However, the department did not indicate it implemented any of these recommendations.

DSS Update

"The Department continues to work towards these recommendations. DSS has been in negotiations for a new Fiscal Intermediary contract with an anticipated execution date in the 4th quarter 2023. The above recommendations were taken into consideration during this process."

Finding Area 6

The Department of Social Services Lacks Complete Fraud Complaint and Investigations Data which Prevents a Comprehensive Assessment of the Department's Performance

Recommendation 13

The Department of Social Services should ensure that the Office of Quality Assurance databases that track complaints of potential overpayments and fraud referrals are complete and accurate.

Recommendation 14

The Department of Social Services should develop policies and procedures on recoupment for overpayments involving self-directed personal care assistants.

Recommendation 15

The Department of Social Services should develop a recoupment tracking system to determine how much has been collected.

Recommendation 16

The Department of Social Services should consider developing a risk-based planning system for the Office of Quality Assurance to better identify and prioritize risks.

Status**NOT IMPLEMENTED**

The Office of Quality Assurance is creating a web-based platform to track all complaints, referrals, and recoupments. It is not clear if this platform would improve the completeness and accuracy of its databases but will implement the recommendation to develop a recoupment tracking system. DSS has not developed overpayment recoupment policies and procedures for overpayments.

DSS stated complaints involving abuse and/or safety concerns take top priority. While this practice responds to complaints based on risk of harm to the client, it is not a risk-based planning system for fraud.

DSS Update

"The Department continues to work towards these recommendations. The Community Options CFC Quality Management (QM) team continues to work collaboratively with the Office of Quality Assurance (OQA) and Fraud Investigation Regional offices to track CFC fraud cases from referral through investigation outcomes. In addition, OQA is working with a vendor to create a web-based platform that will enable the tracking of all complaints, referrals, and recoupments. The majority of fraud cases are received through Allied related reports that are emailed directly to the CFC unit and OQA. These reports are expected to continue with the new FI (Fiscal Intermediary) contract. The CFC QM team manages a spreadsheet to track all alleged fraud. The tracker includes: PCA and/or EOR name, date of referral, outcome of investigation and DSS action taken. FY 2022- present.

PCA cases which involve allegations of abuse and/or safety concerns take top priority. If a complaint involving abuse and/or safety concerns is received, the Quality Assurance Special Investigations Division will screen the case and consult with the Medicaid Fraud Control Unit (MFCU) with the Office of the Chief State's Attorney. If MFCU notifies the Special Investigations Division that they will accept the case, the case will then be assigned to a Forensic Fraud Examiner, who will conduct an expediated investigation before making the appropriate referral."

Extended Timeline of Events and Actions by David Medeiros and ABI Resources:

2020

- **June 2, 2020:** Medeiros and ABI Resources initiated an inquiry regarding the Provider Directory, reflecting early concerns about program transparency and access (Ref:).

2022

- **August 1, 2022:** Formal inquiry and internal investigation by ABI Resources into allegations of corruption in Medicaid referrals, indicating a proactive stance against unethical practices (Ref:).
- **October 18, 2022:** A formal request was submitted to Connecticut's Department of Social Services (DSS), demonstrating engagement with state agencies to address systemic issues (Ref:).
- **November 7, 2022:** Freedom of Information Act (FOIA) request to Connecticut DSS, seeking transparency and accountability in Medicaid programs (Ref:).
- **December 1, 2022:** Report addressing concerns like patient steering and unfair competition, highlighting efforts to maintain ethical standards in healthcare services (Ref:).

2023

- **January 1, 2023:** Reporting alleged kickbacks in the Medicaid Healthcare program to the HHS Office of Inspector General, showcasing commitment to legal compliance and integrity (Ref:).
- **March 10, 2023:** Request to update and confirm information on Provider Registries, indicating attention to detail and thoroughness in administrative matters (Ref:).
- **March 11, 2023:** Inquiry about the Care Management Referral Process for MFP Program and Waivers, reflecting concerns for fair practices in patient care management (Ref:).
- **March 14, 2023:** Follow-up on the Provider Registries, demonstrating persistence in seeking clarity and transparency (Ref:).
- **April 24, 2023:** Further inquiries related to Provider Registries, continuing the pursuit of comprehensive and accurate information (Ref:).
- **May 23, 2023:** Reporting on the solicitation of ABI Waiver Consumers by CCSNCT, highlighting advocacy against predatory practices (Ref:).
- **June 5, 2023:** Filing a complaint against Connecticut Community Care for discrimination, a significant step in civil rights advocacy (Ref:).
- **July 5, 2023:** Creation of a Freedom of Information Act request, continuing efforts for transparency and accountability (Ref:).
- **July 17, 2023:** Formal complaint to the Federal Trade Commission on anti-competitive practices in Connecticut's Medicaid programs, extending advocacy to national agencies (Ref:).
- **September 26, 2023:** FOIA request to Department of Social Services regarding decision-making in Medicaid programs, exemplifying relentless pursuit of fairness and justice (Ref:).

- **October 16, 2023:** CMS response to FOIA request, a critical point in the ongoing dialogue with governmental agencies (Ref:).

2024

- **January 2, 2024:** Compilation and submission of detailed complaints and requests to various governmental bodies, underlining a strategic, multifaceted approach to systemic challenges.

Detailed Timeline of Events and Actions by David Medeiros and ABI Resources:

2020

- **June 2, 2020:** Inquiry to Connecticut Department of Social Services (DSS) about the Provider Directory (Ref:).

2022

- **August 1, 2022:** Formal inquiry and internal investigation into Medicaid referrals, possibly involving Connecticut Community Care Inc. (CCC) (Ref:).
- **October 18, 2022:** Formal request to DSS, indicating proactive engagement with state agencies (Ref:).
- **November 7, 2022:** FOIA request to Connecticut DSS, seeking information about Medicaid programs (Ref:).
- **December 1, 2022:** Report on patient steering and unfair competition, targeting potential systemic issues in Medicaid referrals (Ref:).

2023

- **January 1, 2023:** Report of alleged kickbacks in Medicaid Healthcare program to the HHS Office of Inspector General, signaling legal compliance issues (Ref:).
- **March 10, 2023:** Request for updating and confirming information on Provider Registries, focusing on administrative accuracy (Ref:).
- **March 11, 2023:** Inquiry about Care Management Referral Process for MFP Program and Waivers to Connecticut DSS (Ref:).
- **March 14, 2023:** Follow-up request on Provider Registries, demonstrating persistence in administrative matters (Ref:).
- **April 24, 2023:** Continued inquiries regarding Provider Registries, emphasizing the need for accurate information (Ref:).
- **May 23, 2023:** Report about solicitation of ABI Waiver Consumers by CCSNCT, showing concern for predatory practices (Ref:).
- **June 5, 2023:** Complaint against CCC for discrimination, filed with the U.S. Department of Justice Civil Rights Division (Ref:).
- **July 5, 2023:** Creation of a FOIA request for further information (Ref:).

- **July 17, 2023:** Formal complaint to the Federal Trade Commission regarding anti-competitive practices in Connecticut's Medicaid programs (Ref:).
- **September 26, 2023:** FOIA request to Connecticut DSS regarding decision-making in Medicaid programs (Ref:).
- **October 16, 2023:** Receipt of response from CMS to earlier FOIA request dated June 1, 2023 (Ref:).

2024

- **January 2, 2024:** Compilation and submission of formal complaints and requests to various government agencies, including the U.S. Department of Justice Civil Rights Division, the U.S. Department of Health and Human Services Office of Inspector General, and the Federal Trade Commission.

This comprehensive timeline demonstrates the strategic and multifaceted approach taken by David Medeiros and ABI Resources. Each action reflects not only a commitment to addressing critical healthcare issues but also showcases an intricate understanding of the legal and administrative landscape. Engaging with multiple government agencies, Medeiros and ABI Resources have exemplified a commitment to upholding principles of justice, fairness, and equal opportunity in the healthcare sector, particularly for those impacted by brain injuries and related disabilities.

1. **June 5, 2023 - DOJ Civil Rights Division Submission:** Medeiros filed a complaint against Connecticut Community Care (CCC) for discrimination against ABI Resources and other Medicaid healthcare providers. This complaint expressed concerns over CCC's discriminatory business practices, lack of responsiveness, and unfair referral practices affecting approximately 1300 providers under Medicaid programs. The complaint highlighted violations of Title VI of the Civil Rights Act of 1964 and the Rehabilitation Act of 1973.
2. **July 17, 2023 - Report Healthcare Fraud to HHS OIG:** Medeiros submitted a report to the Health and Human Services Office of Inspector General, alleging potentially anti-competitive practices in Connecticut's Medicaid programs, specifically with regards to the Money Follows the Person (MFP) and Acquired Brain Injury (ABI) Waiver Programs. The complaint raised concerns about a monopolistic system in home service agencies, compromising the quality of care and the use of public funds.
3. **August 3, 2023 - DOJ Civil Disability Submission:** A report was submitted to the DOJ regarding disability discrimination in Connecticut's Medicaid programs. The complaint accused Connecticut Community Care (CCC) of creating a monopolistic system that affected home service agencies and Medicaid beneficiaries, going beyond anti-competitive practices to the realm of disability discrimination.
4. **August 8, 2023 - Civil Rights Complaint Submission to DOJ:** Medeiros filed a formal complaint alleging discrimination by Connecticut government workers. This complaint was on behalf of himself as a minority business owner living with a traumatic brain injury and a stroke survivor. The complaint detailed the refusal of Connecticut government workers to provide necessary

information and directives essential for the provision of Medicaid services, alleging this refusal was based on his minority status and disability.

1. **June 1, 2023:** Request to the Center for Medicare and Medicaid Services for communications between Connecticut Community Care (CCC), the Connecticut Department of Social Services (DSS), and the Community Options Unit (COU) about ABI Resources LLC.
2. **June 5, 2023:** Request for information on employees within the Connecticut DSS and COU involved in the Medicaid ABI Waiver Program and Money Follows the Person Programs.
3. **July 5, 2023:** Request for information about the current leadership of the Connecticut Department of Social Services, specifically the name and title of the current Commissioner.
4. **August 24, 2023:**
 - Request for records pertaining to all FOIA or Connecticut Freedom of Information requests submitted in relation to the Connecticut Medicaid ABI Waiver Program and the Money Follows the Person program, including results and details of these requests.
 - Request for records regarding complaints submitted to the U.S. Department of Health and Human Services Office for Civil Rights related to the Connecticut Medicaid ABI Waiver Program and the Money Follows the Person program.
5. **September 26, 2023:** Request for all email communications sent to and from the Connecticut Department of Social Services, the Connecticut Community Options Unit, the Connecticut DSS Commissioners, and Ms. Amy Dumont (COU DSS representative) related to the federal Medicaid Acquired Brain Injury Waiver Program and the Money Follows the Person Program.
6. **December 1, 2023:** A request to the Connecticut DSS for information about Supported Employment services offered under the ABI Waiver program.
7. **December 17, 2023:** Comprehensive request for records on Disability Rights and Whistleblower Protections.
8. **December 18, 2023:** DOJ FOIA request regarding Companion Services.
9. **December 21, 2023:** Request for expedited processing of all federal FOIA requests.
10. **December 22, 2023:** A FOIA request related to Connecticut programs, details unspecified.
11. **December 23, 2023:**
 - Request by Astread Ferron (details unspecified).
 - Another request for expedited processing (details unspecified).
12. **December 26, 2023:**
 - Request for ALL CT Programs (details unspecified).

- Two requests focusing on FOIA Freedom of Information Act, specifically on Failure in ADA Accommodation Compliance, Disability Discrimination, and Whistleblower Retaliation.
1. **June 1, 2023:** Request to the Center for Medicare and Medicaid Services for all communications, including emails, letters, memos, reports, text messages, phone call logs, meeting notes, and minutes between Connecticut Community Care (CCC) and the Connecticut Department of Social Services (DSS), as well as the Community Options Unit (COU) pertaining to ABI Resources LLC.
 2. **June 5, 2023:** FOIA request seeking contact information and position titles of all employees within the Connecticut Department of Social Services (DSS) and COU Community Options Unit who are involved in providing services related to the Medicaid ABI Waiver Program and Money Follows the Person Programs.
 3. **July 5, 2023:** Request for information regarding the current leadership of the Connecticut Department of Social Services (DSS), specifically requesting the name and title of the current Commissioner of the Connecticut Department of Social Services.
 4. **August 24, 2023:** Two separate requests were made:
 - One for details on all FOIA or Connecticut Freedom of Information requests submitted in relation to the Connecticut Medicaid ABI Waiver Program and the Money Follows the Person program, including outcomes and details of these requests.
 - The other for records regarding complaints submitted to the U.S. Department of Health and Human Services Office for Civil Rights related to the Connecticut Medicaid ABI Waiver Program and the Money Follows the Person program.
 5. **September 26, 2023:** Request for all email communications sent to and from the Connecticut Department of Social Services, the Connecticut Community Options Unit, the Connecticut DSS Commissioners, and Ms. Amy Dumont (COU DSS representative) related to the federal Medicaid Acquired Brain Injury Waiver Program and the Money Follows the Person Program.
 6. **December 1, 2023:** FOIA request to the Connecticut DSS for information about Supported Employment services offered under the ABI Waiver program.
 7. **December 17, 2023:** Comprehensive request for records on Disability Rights and Whistleblower Protections.
 8. **December 18, 2023:** DOJ FOIA request regarding Companion Services.
 9. **December 21, 2023:** Request for expedited processing of all federal FOIA requests.
 10. **December 22, 2023:** A FOIA request related to Connecticut programs, details unspecified.

11. December 23, 2023:

- Request by Astread Ferron (details unspecified).
- Another request for expedited processing (details unspecified).

12. December 26, 2023:

- Request for ALL CT Programs (details unspecified).
- Two requests focusing on FOIA Freedom of Information Act, specifically on Failure in ADA AccomJune 1, 2023: Request to CMS for records of communications between Connecticut Community Care (CCC) and the Connecticut Department of Social Services (DSS) related to ABI Resources LLC, excluding personal information about Medicaid ABI Waiver Program consumers.
- **June 5, 2023:** Request for contact information and position titles of employees within the Connecticut DSS and Community Options Unit involved in the Medicaid ABI Waiver Program and Money Follows the Person Programs.
- **July 5, 2023:** Inquiry about the current leadership of the Connecticut DSS, specifically the name and title of the current Commissioner.
- **October 17, 2023:** Multiple requests, including information on payments to Goodwill through the Medicaid Connecticut ABI Waiver programs from 2013 to the present, and similar data on payments made to The Supported Living Group for the same period.
- **October 30, 2023:** Request for CMS records related to the Medicaid ABI Waiver Programs and referral processes by Connecticut Community Care.
- **November 19, 2023:** Request for details on housing and rental agreements within Medicaid ABI Waiver Programs 1 and 2, including legality, operational details, financial records, and provider/consumer responsibilities.
- **November 26, 2023:** Request to the Council of the Inspectors General on Integrity and Efficiency for CMS oversight records of Connecticut DSS's compliance with the ABI Waiver Program, covering evaluations, audits, and oversight in various areas. Another request on this date sought email communications involving Connecticut Community Care and The Supported Living Group from 2013 to the present.
- **November 28, 2023:** The specific details of this request are not provided in the visible excerpts of the document.
- These requests, spanning several months in 2023, demonstrate a consistent effort to access detailed information from various government agencies, focusing on aspects critical to the administration and oversight of healthcare services, particularly for those with acquired brain injuries.
- **2023 Timeline**
- May 23, 2023

- **Complaint Regarding Solicitation of ABI Waiver Consumers by CCSNCT:** Raised concerns about CCSNCT's practices of referring ABI Waiver consumers to Project Genesis events, potentially violating professional conduct norms and influencing consumer choices.
- October 31, 2023
- **Formal Grievance Concerning Discriminatory Unfair Business Practices within the Connecticut Medicaid ABI Waiver Program:** Addressed issues of transparency and bias in Medicaid referrals, unfairly marginalizing ABI Resources, and impacting the quality of service for disabled individuals.
- November 13, 2023
- **Formal Grievance Complaint Concerning Connecticut Medicaid ABI Waiver Program Service and Intervention Plans:** This event was mentioned, but specific details were not provided in the truncated content.
- November 15, 2023
- **Formal Grievance and Complaint Regarding the Concealment of Public Information - Medicaid ABI Waiver Program Directory of Providers:** The specific content and implications of this grievance were not detailed in the truncated document.
- November 16, 2023
- **Formal Complaint and Request for Immediate Clarification on Unauthorized Care Management Consultation Services in ABI Waiver Program 1:** Focused on unauthorized provision of care management services in Program 1, traditionally designated for Program 2.
- **Formal Complaint Regarding Unethical Practices and Possible Kickback Schemes in ABI Waiver Program:** Highlighted concerns about potential conflicts of interest, biased recommendations, and overutilization of services due to an agency providing both Clinical Behavioral Therapy and daily non-medical services.
- November 20, 2023
- **Complaint and Request for Clarity Regarding Rental Agreements in the Medicaid ABI Waiver Program 1 and 2:** Addressed issues with rental agreements that restrict consumer choice, create a monopolistic environment, and have financial implications.
- December 14-15, 2023
- **No Companion Authorizations Post-December 31st for Shared Consumers in Medicaid ABI Waiver Program:** Expressed urgent concern about the lack of companion authorizations for consumers after December 31st, potentially disrupting care continuity.
- December 18, 2023

- **Comprehensive FOIA Request for Records on Disability Rights and Whistleblower Protections:** Submitted a comprehensive request for public records related to disability rights and whistleblower protections.
- **New Complaint Addressing Systemic Injustice, Disability Discrimination, and Whistleblower Retaliation:** Filed a complaint addressing broader issues of systemic injustice, disability discrimination, and whistleblower retaliation within the Medicaid Brain Injury ABI Waiver Program.

Based on the provided documents, here are the detailed steps that David and ABI Resources have taken:

2023:

March 10: An email was sent by Marihonor Flagg to ABI RESOURCES, providing the directory listing for their agency, along with an update form for any changes in contact information.

March 13: David Medeiros of ABI RESOURCES sent an email to Amy Dumont, requesting verification of the accuracy of information provided by ACR. This email emphasized the importance of having accurate and up-to-date information for effectively providing services to clients and ensuring community access to their services.

March 20: The Department of Social Services acknowledged the receipt of a request for information from ABI RESOURCES. They mentioned that they would respond in accordance with the requirements of the CT FOIA and provided an estimate of any costs associated with complying with the request.

June 1: David and ABI RESOURCES submitted a FOIA request to the Center for Medicare and Medicaid Services, seeking information. This submission was logged with Submission ID: 737151.

June 5: Another FOIA request was submitted to the same agency, recorded with Submission ID: 740356.

July 5: A subsequent FOIA request was made to the Center for Medicare and Medicaid Services, noted with Submission ID: 771886.

September 26: An additional FOIA request was submitted, acquiring Submission ID: 874481.

November 19: A FOIA request was created and sent, recorded with Submission ID: 954766.

December 19, 22, and 23: A series of emails were exchanged between ABI RESOURCES and Morris Kimberly, addressing a WBR Complaint, the need for accommodations in completing CHRO requirements, and the scheduling of a meeting.

2024:

January 1: David and ABI RESOURCES submitted an urgent FOIA request for detailed information regarding Connecticut Department of Social Services (CT DSS) social workers who have been directly involved with consumers of the Medicaid Acquired Brain Injury (ABI) Waiver Program 1, covering the

period from 1997 to the present day. This request was associated with the ongoing legal case David Medeiros v. State of CT Department of Social Services and was crucial for ongoing legal proceedings and of immediate public interest. The submission ID for this request was 1003716.

January 2: Morris Kimberly acknowledged the receipt of an email from ABI RESOURCES regarding the WBR Complaint.

Unspecified Date:

ABI RESOURCES also submitted a formal FOIA request to the Connecticut Department of Social Services (DSS) concerning possible discriminatory and biased practices in the ABI Waiver and MFP programs. This included concerns about the accessibility of DSS's contracted fiduciary listing to the public and the potential discrimination against the disabled ABI Waiver population and Medicaid providers.

Throughout these events, David and ABI Resources actively engaged in communication with various government departments and officials, leveraging the FOIA to access important information and addressing issues of public interest and concern, particularly in the realms of disability rights and advocacy.

In addition to the previously mentioned actions, David Medeiros and ABI Resources have taken several other significant steps:

May 23, 2023: David Medeiros addressed a letter to the Commissioner of the Connecticut Department of Social Services, Amy Dumont, and other officials, drawing attention to distressing incidents impacting ABI Resources and urging the department to conduct a thorough investigation and implement stricter security measures.

October 31, 2023: David Medeiros issued a formal grievance concerning discriminatory and unfair business practices within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. This grievance highlighted inequities and the lack of engagement and rectification from the Connecticut Department of Social Services, impacting both ABI Resources' operations and the well-being of the disabled individuals they serve.

November 16, 2023: Medeiros submitted a formal complaint requesting immediate clarification on unauthorized care management consultation services in ABI Waiver Program 1. This complaint expressed grave concerns about practices observed within the Medicaid ABI Waiver Program, particularly focusing on potentially unauthorized services in Program 1.

November 16, 2023: Another formal complaint was lodged regarding unethical practices and possible kickback schemes within the ABI Waiver Program. This complaint addressed concerns about activities that potentially breached ethical standards and violated Medicaid regulations, necessitating immediate scrutiny and action.

December 18, 2023: A comprehensive binder was prepared concerning disability rights and whistleblower protections, related to the FOIA request involving ABI Resources, David Medeiros, CT DSS, CHRO, DOJ, CMS, HHS, FTC, and the Medicaid ABI Waiver Brain Injury Program.

These actions demonstrate an ongoing effort by David Medeiros and ABI Resources to address and rectify issues concerning the Medicaid ABI Waiver Program, particularly regarding equity, ethical practices, and the proper administration of services. They reflect a commitment to advocacy, legal recourse, and proactive engagement with government bodies for the betterment of service provision and upholding of rights in the healthcare sector.

2023:

May 23, 30: Emails were sent regarding the solicitation of ABI Waiver consumers by CCSNCT.

June 1, 2023: The Department of Social Services (DSS) published a performance audit on Community First Choice (CFC), focusing on various operational aspects and oversight of the Medicaid State Plan service.

June 1 to August 18, 2023: DSS worked on improving the exchange of information between the Strategy and Operations Units' data systems and partially implemented some of the audit recommendations.

October 31, 2023: David Medeiros submitted a formal grievance concerning discriminatory unfair business practices within the Connecticut Medicaid ABI Waiver Program.

November 16, 2023: A formal complaint was made by David Medeiros requesting immediate clarification on unauthorized care management consultation services in ABI Waiver Program 1.

2024:

January 2, 2024: The DSS Community First Choice (CFC) follow-up report was compiled, indicating that DSS had not integrated the Strategy and Operations units' data systems but had made some improvements. The report also noted that the Community Options team was making progress in attending design meetings with the CT Medicaid Enterprise Technology System (CT METS) team.

Throughout this period, David Medeiros and ABI Resources were actively involved in advocating for systemic reforms and improvements in the Department of Social Services' operations, particularly in

areas related to the Community First Choice program and the Medicaid ABI Waiver Program. They pursued these improvements through formal complaints, grievances, and direct communication with relevant authorities.

In addition to the previously mentioned actions, David Medeiros and ABI Resources have taken several significant steps to address various concerns related to the Medicaid Acquired Brain Injury (ABI) Waiver Program and other related matters. These include:

Raising Concerns about DSS's Lack of Response: David Medeiros expressed concern over the Department of Social Services' (DSS) lack of response to distressing incidents involving ABI Resources, a vital service provider in the community. He highlighted the need for DSS to take action to ensure the safety and welfare of organizations like ABI Resources.

Addressing Solicitation by CCSNCT: David brought attention to the concerning practice of CCSNCT, a Medicaid ABI Waiver service provider, actively promoting and encouraging ABI Waiver consumers to register for events and services organized by Project Genesis, a separate entity. He argued that this practice violated professional conduct norms and unfairly influenced the choices of ABI Waiver consumers.

Formal Grievance Regarding Discriminatory Business Practices: In a formal grievance, David Medeiros highlighted issues of transparency, bias, and unfair marginalization in Medicaid referrals within the ABI Waiver Program. He proposed various steps to address these issues, including increasing transparency, conducting independent audits, implementing a fair and equitable referral system, engaging stakeholders, and providing training and education.

Complaint on Unauthorized Care Management Services: Medeiros filed a complaint concerning the unauthorized provision of care management consultation services in ABI Waiver Program 1, a practice designated for Program 2 under existing guidelines. He sought immediate and detailed clarification from the Department of Social Services and raised concerns about the potential negative impacts on ABI Resources and its consumers.

Complaint Regarding Unethical Practices and Possible Kickback Schemes: David Medeiros expressed serious concerns about activities within the Medicaid ABI Waiver program that appeared to breach ethical standards and potentially violate Medicaid regulations. He highlighted conflicts arising from service provision, such as dual service conflict, manipulative consumer steering, personnel poaching, and indicators of potential kickback arrangements. He called for a thorough investigation and evaluation of these practices to ensure they align with legal and ethical guidelines.

These actions demonstrate a proactive and comprehensive approach by David Medeiros and ABI Resources in addressing various challenges and concerns related to the Medicaid ABI Waiver Program, ensuring the integrity and fairness of the services provided to individuals with acquired brain injuries.

2023:

May 23: ABI Resources sent an email to various officials including Amy Dumont at the Department of Social Services (DSS), raising concerns about the solicitation of ABI Waiver consumers by CCSNCT.

October 31: David Medeiros issued a formal grievance concerning discriminatory unfair business practices within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program, addressed to all pertinent departments within the state of Connecticut. This grievance highlighted inequities and discriminatory practices affecting the operations of ABI Resources and the well-being and quality of service for disabled individuals.

November 16: Two separate formal complaints were lodged by David Medeiros on behalf of ABI Resources. The first addressed unauthorized care management consultation services in ABI Waiver Program 1, a practice that was traditionally designated for Program 2. The second complaint was regarding unethical practices and possible kickback schemes within the ABI Waiver Program. These complaints outlined concerns about breaches of ethical standards and potential violations of Medicaid regulations.

Unspecified Dates:

Throughout 2023: Various actions and communications were undertaken by David Medeiros and ABI Resources to address and highlight issues within the Connecticut Medicaid ABI Waiver Program. These efforts included formal grievances, complaints to state departments, and communication with DSS officials. The focus was on addressing unfair practices, possible ethical breaches, and advocating for the rights and well-being of disabled individuals served by the program.

These actions reflect an ongoing effort by David Medeiros and ABI Resources to engage with state agencies and departments in Connecticut to address and rectify issues related to the Medicaid ABI Waiver Program, particularly concerning ethical standards, fair business practices, and the provision of services to vulnerable populations.

Concerns about Care Plans and Services: In multiple emails, David Medeiros of ABI Resources expresses concerns about the lack of clear directives and detailed information on care plans and services for ABI Waiver consumers. These concerns are raised with various parties, including the Connecticut Department of Social Services (DSS) and Connecticut Community Care (CCC).

Issues with Connecticut Community Care (CCC): Medeiros frequently addresses issues regarding CCC's handling of the Medicaid ABI Waiver program. He asserts that CCC has failed to provide comprehensive care plans, leading to confusion and inefficiency in delivering necessary care and support.

Communication Discrepancies: In various correspondences, Medeiros highlights discrepancies in communication from CCC and the need for transparent and consistent communication regarding consumer care plans.

Request for Intervention: Medeiros requests intervention from DSS and other authorities to address the concerns raised, emphasizing the importance of upholding high standards of care for ABI Waiver consumers.

****Unapproved Position Transition and Employment Concern**

10/31/2023: David Medeiros, representing ABI Resources, filed a formal grievance concerning discriminatory and unfair business practices within the Connecticut Medicaid ABI Waiver Program. The grievance addressed issues like lack of transparency in Medicaid referrals, financial inducements, and Medicaid service agency providers offering financial incentives (01.02.2024 huge Binder6.pdf).

11/13/2023: Medeiros raised a complaint about not receiving Medicaid Acquired Brain Injury (ABI) Waiver Program service and intervention plans, impacting ABI Resources' operational and financial integrity. The grievance highlighted the importance of these plans for effective service delivery and the negative consequences of their absence (01.02.2024 huge Binder6.pdf).

11/15/2023: A formal grievance and complaint were lodged regarding the concealment of the Medicaid ABI Waiver Program Directory of Providers, which affected the ability of individuals with acquired brain injuries to make informed decisions (01.02.2024 huge Binder6.pdf).

11/16/2023: Two separate grievances were filed on this date:

One concerning unauthorized care management consultation services in ABI Waiver Program 1, which contradicts established protocols and guidelines (01.02.2024 huge Binder6.pdf).

Another addressing unethical practices and potential kickback schemes in the ABI Waiver Program, raising concerns about conflicts of interest, manipulative consumer steering, personnel poaching, and potential kickback arrangements (01.02.2024 huge Binder6.pdf).

Each of these grievances and complaints details the challenges faced by ABI Resources, the impacts on its operations, and calls for action to address the issues raised. It's important to note that the review is not yet complete, and there may be more relevant events and details in the documents that have not been covered in this summary.

09/11/2023: David Medeiros, representing ABI Resources, contacts the Connecticut Department of Social Services (DSS) and Amy Dumont regarding unethical practices by Connecticut Community Care (CCC) in steering and referring clients to specific service providers, notably New Day, facilitated by Ms. Luisa DiNino-Jones (01.02.2024 huge Binder6.pdf).

09/13/2023: Medeiros writes to DSS highlighting discrepancies in communication between a consumer's care manager and ABI Resources, raising concerns about potential manipulation and verbal pressure on the consumer (01.02.2024 huge Binder6.pdf).

09/20/2023: Medeiros sends an email to the United States Department of Labor, Connecticut Department of Labor, and DSS requesting an investigation into employment concerns at Supported Living Group (SLG), including wage and safety issues (01.02.2024 huge Binder6.pdf).

09/25/2023: A formal complaint is raised against Connecticut Community Care Management for unlawful steering and referral processes in the Medicaid ABI Waiver Program, impacting consumer rights and choices (01.02.2024 huge Binder6.pdf).

09/27/2023: Medeiros contacts DSS for assistance in navigating CT DSS systems due to challenges faced as a brain injury and stroke survivor. He emphasizes the need for appropriate representation and guidance in managing these systems (01.02.2024 huge Binder6.pdf).

09/27/2023: ABI Resources submits an urgent request for resolution regarding persistent issues in the Medicaid ABI Waiver and Money Follows the Person (MFP) Programs, highlighting the lack of structured policies and proper management (01.02.2024 huge Binder6.pdf).

09/28/2023: Medeiros supports a consumer, JG, from Glastonbury, who contacted ABI Resources with concerns over care management, housing, and safety. He addresses the lack of care and violation of rights and well-being (01.02.2024 huge Binder6.pdf).

These events illustrate a pattern of communication and grievances related to the handling of care and services within the Connecticut Medicaid ABI Waiver Program, with ABI Resources actively advocating for the rights and well-being of its consumers. The sequence of events reflects concerns over unethical

David Medeiros and ABI Resources: Sequence of Events

Date: 8/3/2023

Event: David Medeiros filed a complaint with the U.S. Department of Justice, Civil Rights Division, concerning discriminatory practices in the selection of Cognitive Behavioral Therapists (CBTs) within ABI Waiver and MFP Programs in Connecticut.

Details: The complaint highlights the lack of transparency and choice in the selection of CBTs, violation of informed consent, and potential impact on quality of care.

Date: 9/26/2023

Event: David Medeiros sent a Freedom of Information Act Request to the Connecticut Department of Social Services (DSS) and the Community Options Unit.

Details: The request was for all email communications related to the federal Medicaid Acquired Brain Injury (ABI) Waiver Program and the Money Follows the Person Program.

Date: 10/5/2023

Event: OCR (Office for Civil Rights) responded to a complaint by David Medeiros, suggesting that his concerns are more appropriately addressed by the U.S. Department of Justice (DOJ).

Details: The OCR acknowledged receiving the complaint but indicated that it falls under the jurisdiction of the DOJ.

Date: 10/10/2023

Event: David Medeiros submitted a formal complaint to the Small Business Administration's Office of the National Ombudsman.

Details: The complaint was against the Connecticut Department of Social Services and COU Community Options Unit for discriminatory practices and unfair regulatory enforcement.

Date: 10/16/2023

Event: Centers for Medicare & Medicaid Services responded to David Medeiros' Freedom of Information Act request.

Details: They informed that after a careful search, no records responsive to his request were located.

Date: Unknown (Context Suggests 2023)

Event: David Medeiros reported to the Federal Trade Commission about the misuse of federal funding in the Connecticut Department of Social Services.

Details: The complaint addressed concerns about monopolistic practices and the inefficient use of funds in the ABI Waiver Program.

Summary

David Medeiros, representing ABI Resources LLC, has been actively involved in multiple legal and administrative actions throughout 2023. His efforts seem to be focused on addressing what he perceives as unfair practices and discrimination in the healthcare sector, particularly concerning the selection of service providers in Connecticut's ABI Waiver and MFP Programs. His actions include filing complaints with various government bodies and agencies, utilizing legal tools like the Freedom of Information Act, and seeking intervention from civil rights divisions

David Medeiros and ABI Resources: Expanded Sequence of Events

Date: 5/30/2023

Event: David Medeiros sent an email regarding concerns over the management of care plans and services within the ABI Waiver Program.

Details: The email emphasized the need for clear directives, detailed information on care plans, services breakdown, and time management.

Date: 6/12/2023

Event: David Medeiros expressed concerns regarding Connecticut Community Care (CCC) and its director Ron Sturm's actions affecting ABI Resources.

Details: The letter highlighted issues such as lack of communication and provision of care plans, misleading information to DSS, and the overall impact on consumer well-being.

Date: 6/21/2023

Event: David Medeiros requested access to the Cognitive Behavioral Therapy / Behaviorist Master List from the DSS COU team.

Details: The request was made to address concerns regarding the management of ABI Waiver consumer RD.

Date: 7/15/2023

Event: David Medeiros sent a letter about the unapproved position transition of team members to the Supported Living Group (SLG).

Details: He highlighted concerns regarding premature communication to ABI Resources employees about transitioning to SLG without appropriate due process.

Date: 9/1/2023

Event: David Medeiros reported issues in the care management of ABI Waiver Program survivor EB.

Details: The concerns raised involved lack of historical information sharing with the CBT behaviorist, implications on program integrity, and consumer safety.

Date: 9/13/2023

Event: David Medeiros sent an email regarding a communication discrepancy involving consumer DS's care manager.

Details: He requested clarification on communication protocols and raised concerns about potential undue influence in service transitions and conflicts of interest.

Date: 9/20/2023

Event: David Medeiros requested an investigation into employment concerns at Supported Living Group (SLG).

Details: The letter raised issues about wage and hour standards, workplace safety, discrimination, and conflict of interest regarding a consumer and employee of SLG.

Date: 9/25/2023

Event: David Medeiros filed a formal complaint against Connecticut Community Care Management services for unlawful steering and referral processes.

Details: The complaint centered on the improper advising of consumers to change providers, lack of provision of approved provider lists, and coercion in signing release agreements.

Summary

Throughout 2023, David Medeiros and ABI Resources engaged in extensive communication and formal complaints with various government bodies regarding concerns in the ABI Waiver Program, including management practices, communication discrepancies, employment concerns, and ethical issues in service provision. These events highlight Medeiros' and ABI Resources' active role in addressing and advocating for fair practices and consumer rights within the ABI Waiver Program in Connecticut.

David Medeiros and ABI Resources: Complete Timeline of Events

5/30/2023

Sent an email regarding concerns over the management of care plans and services within the ABI Waiver Program.

6/12/2023

Expressed concerns regarding Connecticut Community Care (CCC) and its director affecting ABI Resources.

6/21/2023

Requested access to the Cognitive Behavioral Therapy / Behaviorist Master List from the DSS COU team.

7/15/2023

Sent a letter about the unapproved position transition of team members to the Supported Living Group (SLG).

8/3/2023

Filed a complaint with the U.S. Department of Justice, Civil Rights Division, concerning discriminatory practices in the selection of Cognitive Behavioral Therapists (CBTs).

9/1/2023

Reported issues in the care management of ABI Waiver Program survivor EB.

9/13/2023

Sent an email regarding a communication discrepancy involving consumer DS's care manager.

9/20/2023

Requested an investigation into employment concerns at Supported Living Group (SLG).

9/25/2023

Filed a formal complaint against Connecticut Community Care Management services for unlawful steering and referral processes.

9/26/2023

Sent a Freedom of Information Act Request to the Connecticut Department of Social Services (DSS) and the Community Options Unit.

10/5/2023

Received a response from OCR (Office for Civil Rights) suggesting his concerns are more appropriately addressed by the DOJ.

10/10/2023

Submitted a formal complaint to the Small Business Administration's Office of the National Ombudsman against the Connecticut DSS.

10/16/2023

Received a response from the Centers for Medicare & Medicaid Services to his Freedom of Information Act request.

[Date Unknown]

Reported to the Federal Trade Commission about the misuse of federal funding in the Connecticut Department of Social Services.

Summary

This timeline represents the series of events involving David Medeiros and ABI Resources during 2023, highlighting their involvement in addressing concerns related to the ABI Waiver Program in Connecticut. These actions include formal complaints, requests for information, and addressing issues related to consumer rights and fair practices in healthcare management.

9/1/2021

Event: David Medeiros communicated with Kathleen Hazelton regarding the client not being in the SANDATA scheduling/billing system and requested to add the client for scheduling. (Document: OLD EMAILS 5, Email Date: 9/1/2021)

10/6/2021

Event: David Medeiros raised concerns to Kathleen Hazelton about provider poaching/talent raiding and requested a team meeting due to current service concerns for client FB. (Document: OLD EMAILS 5, Email Date: 10/6/2021)

10/15/2021

Event: Email correspondence between David Medeiros and Kathleen Hazelton regarding the provision of 14-day notice and service issues. (Document: OLD EMAILS 5, Email Date: 10/15/2021)

10/18/2021

Event: David Medeiros received communication from Kathleen Hazelton about changes in service providers for a case. (Document: OLD EMAILS 5, Email Date: 10/18/2021)

10/25/2021

Event: David Medeiros inquired with the Department of Social Services for a status update regarding a service concern. (Document: OLD EMAILS 5, Email Date: 10/25/2021)

10/29/2021

Event: Further follow-up by David Medeiros with the Department of Social Services for a status update. (Document: OLD EMAILS 5, Email Date: 10/29/2021)

11/7/2018

Event: David Medeiros communicated concerns about the Supported Living Group and person-centered planning to the Department of Social Services. (Document: OLD EMAILS 5, Email Date: 11/7/2018)

11/9/2021

Event: David Medeiros requested a status update from the Department of Social Services regarding a consumer service concern. (Document: OLD EMAILS 5, Email Date: 11/9/2021) Who:

David Medeiros: A brain injury survivor and whistleblower.

ABI Resources: Medicaid Acquired Brain Injury (ABI) Waiver Program Support Provider.

Connecticut Commission on Human Rights and Opportunities (CHRO): The organization against which the complaint is filed.

What:

Complaint Filed: David Medeiros filed a formal complaint against the Connecticut CHRO for disability discrimination and whistleblower retaliation.

Where:

Location: The complaint was addressed to the Connecticut Commission on Human Rights and Opportunities, Capitol Region Office, Hartford, CT.

Why:

Reason for Complaint:

Disability Discrimination and Whistleblower Retaliation: David Medeiros claims CHRO is undermining his rights for accommodation and ability to self-advocate.

Presenting False Information: Allegations that CHRO is manipulating facts and hindering justice.

Lack of Accommodations: CHRO allegedly failed to provide necessary accommodations, which is a violation of federal and state disability laws.

Inaccuracy in Documentation: Discrepancies in CHRO's documentation regarding the Commissioner of the Connecticut Department of Social Services.

When:

Date of Complaint: December 16, 2023.

Email Sent: On the same date, December 16, 2023, at 9:09 AM.

How:

Method of Communication: Email sent to various CHRO officials and related parties.

Content of the Complaint:

Issues Raised: Non-recognition of the current Commissioner of the Connecticut Department of Social Services in CHRO's documentation.

Request for Investigation: A call for a thorough investigation by the CHRO and the Department of Justice.

Seeking Fair Treatment: Request for assistance in ensuring fair treatment and accommodations for effective communication and participation in legal matters.

Advocacy for Transparency: Emphasis on the need for government intervention to rectify the situation and uphold transparency and accountability.

David Medeiros, in his role as a business owner and individual with a disability, is advocating for his rights and seeking to address systemic issues within the CHRO. This sequence of events outlines his efforts to combat what he perceives as discriminatory practices and procedural inconsistencies within the CHRO.

December 16, 2023: The date when the complaint against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations was filed by David Medeiros. This complaint was related to the State of CT Department of Social Services CHRO No. 2410220.

January 5, 2024, 6:30 AM: The date when an email regarding the new complaint against Connecticut CHRO was accessed or reviewed, as indicated in the email's metadata.

These dates mark critical points in the timeline of events concerning the complaint and subsequent communication related to it.

Based on the documents provided, here is a comprehensive and detailed sequence of events involving David Medeiros and ABI Resources, including their actions against the Connecticut Commission on Human Rights and Opportunities (CHRO) for disability discrimination and whistleblower retaliation:

Who:

David Medeiros: A brain injury survivor, whistleblower, and business owner.

ABI Resources: Medicaid Acquired Brain Injury (ABI) Waiver Program Support Provider.

Connecticut Commission on Human Rights and Opportunities (CHRO): The organization against which the complaint is filed.

What:

Filing of a Formal Complaint: David Medeiros filed a formal complaint against the CHRO for disability discrimination and whistleblower retaliation.

Where:

Location: The complaint was filed in Connecticut, specifically addressed to the Connecticut Commission on Human Rights and Opportunities, Capitol Region Office in Hartford, CT.

Why:

Reason for Complaint:

Disability Discrimination and Whistleblower Retaliation: Medeiros claims CHRO undermined his rights for accommodation and self-advocacy, presenting false information, manipulating facts, and hindering his pursuit of justice.

Lack of Accommodations: CHRO allegedly failed to provide necessary accommodations, violating federal and state disability laws.

Inaccuracies in Documentation: Discrepancy in CHRO's documentation regarding the Commissioner of the Connecticut Department of Social Services.

Systemic Issues: Possible patterns of bias against individuals with disabilities and whistleblowers, as well as procedural inconsistencies within CHRO.

When:

Date of Complaint: December 16, 2023.

Email Reviewed: January 5, 2024, at 6:28 AM.

How:

Method of Action:

Email Communication: Medeiros sent an email to various CHRO officials and related parties on December 16, 2023, at 9:09 AM.

Content of Complaint: Highlighted the failure of CHRO to provide reasonable accommodations, identified systemic issues, requested a thorough investigation by CHRO and the Department of Justice, and sought assistance and guidance for fair treatment and accommodations.

This detailed account outlines David Medeiros's efforts as a brain injury survivor and whistleblower to address and rectify the alleged discriminatory practices and procedural inconsistencies within the CHRO. His actions reflect a pursuit of justice and fair treatment under federal and state disability laws.

December 16, 2023: This is the date when the formal complaint against the Connecticut Commission on Human Rights and Opportunities (CHRO) for disability discrimination and whistleblower retaliation was filed by David Medeiros. The complaint included two attachments: "12.16.2023 Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations" and "12.16.2023 binder Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations".

January 5, 2024, 6:30 AM: The email regarding the new complaint against Connecticut CHRO was reviewed or accessed on this date. This email was originally sent on December 16, 2023, at 9:09 AM.

January 5, 2024, 6:28 AM: The date when another email concerning the new complaint against Connecticut CHRO was reviewed or accessed. This email also indicates that it was sent on December 16, 2023, at 9:09 AM.

These dates mark critical moments in the timeline of the complaint and subsequent communications related to disability discrimination and whistleblower retaliation filed by David Medeiros against CHRO.

June 2, 2020: Inquiry to Connecticut Department of Social Services (DSS) about the Provider Directory.

October 18, 2021: David Medeiros inquired with DSS for a status update regarding a service concern.

September 1, 2021: David Medeiros communicated with Kathleen Hazelton about a client not being in the SANDATA scheduling/billing system.

December 1, 2022: Report on patient steering and unfair competition in Medicaid referrals.

January 1, 2023: Report of alleged kickbacks in Medicaid Healthcare program to the HHS Office of Inspector General.

June 1, 2023: Request to CMS for records of communications between Connecticut Community Care (CCC) and the Connecticut DSS related to ABI Resources LLC.

June 5, 2023: Filing a complaint against Connecticut Community Care for discrimination with the U.S. Department of Justice Civil Rights Division.

June 21, 2023: Request for access to the Cognitive Behavioral Therapy / Behaviorist Master List from the DSS COU team.

July 5, 2023: Creation of a Freedom of Information Act request.

July 15, 2023: David Medeiros sent a letter about the unapproved position transition of team members to the Supported Living Group (SLG).

September 26, 2023: FOIA request to Department of Social Services regarding decision-making in Medicaid programs.

September 13, 2023: Email regarding a communication discrepancy involving consumer DS's care manager.

October 31, 2023: Formal grievance concerning discriminatory and unfair business practices within the Connecticut Medicaid ABI Waiver Program.

November 16, 2023: Formal complaint requesting clarification on unauthorized care management consultation services in ABI Waiver Program 1.

November 16, 2023: Another formal complaint regarding unethical practices and possible kickback schemes within the ABI Waiver Program.

December 16, 2023: Formal complaint against the Connecticut Commission on Human Rights and Opportunities (CHRO) for disability discrimination and whistleblower retaliation.

January 5, 2024, 6:30 AM: Email regarding the new complaint against Connecticut CHRO was reviewed or accessed.

January 5, 2024, 6:28 AM: Another email concerning the new complaint against Connecticut CHRO was reviewed or accessed.

January 2, 2024: Compilation and submission of detailed complaints and requests to various governmental bodies.

Based on the extensive information in "01.02.2024 Extended Timeline of Events and Actions by David Medeiros and ABI Resources," the detailed timeline includes the following dates and events:

June 2, 2020: Inquiry to Connecticut Department of Social Services (DSS) about the Provider Directory 【86+source】 .

September 1, 2021: Communication with Kathleen Hazelton about a client not in the SANDATA system 【73+source】 .

October 6, 2021: Raised concerns about provider poaching/talent raiding 【73+source】 .

October 15, 2021: Email correspondence about service issues 【73+source】 .

October 18, 2021: Received communication about changes in service providers 【73+source】 .

October 25, 2021: Inquired with DSS for a service concern update 【72+source】 .

October 29, 2021: Follow-up with DSS for a status update 【72+source】 .

November 7, 2018: Communicated concerns about the Supported Living Group to DSS 【72+source】 .

November 9, 2021: Requested a status update from DSS 【72+source】 .

December 1, 2022: Report on patient steering and unfair competition 【82+source】 .

January 1, 2023: Report of alleged kickbacks in Medicaid Healthcare program to HHS Office of Inspector General 【78+source】 【82+source】 .

March 10, 2023: Request to update information on Provider Registries 【78+source】 .

March 11, 2023: Inquiry about Care Management Referral Process for MFP Program and Waivers 【78+source】 .

March 14, 2023: Follow-up request on Provider Registries 【78+source】 .

April 24, 2023: Continued inquiries regarding Provider Registries 【78+source】 .

May 23, 2023: Report on solicitation of ABI Waiver Consumers by CCSNCT 【87+source】 .

June 1, 2023: DSS published a performance audit on Community First Choice (CFC) 【84+source】 .

June 5, 2023: Complaint against CCC for discrimination filed with DOJ Civil Rights Division 【87+source】 .

June 12, 2023: Expressed concerns regarding CCC and Ron Sturm's actions affecting ABI Resources 【85+source】 .

June 21, 2023: Requested access to the Cognitive Behavioral Therapy / Behaviorist Master List from DSS COU team 【79+source】 .

July 5, 2023: Inquiry about current leadership of Connecticut DSS 【90+source】 .

July 15, 2023: Sent a letter about the unapproved position transition of team members to SLG 【79+source】 .

July 17, 2023: Formal complaint to the Federal Trade Commission regarding anti-competitive practices in Connecticut's Medicaid programs 【87+source】 .

September 1, 2023: Reported issues in care management of ABI Waiver Program survivor EB 【79+source】 .

September 13, 2023: Sent an email about communication discrepancy involving consumer DS's care manager 【80+source】 .

September 20, 2023: Requested investigation into employment concerns at SLG 【80+source】 .

September 25, 2023: Filed a formal complaint against Connecticut Community Care Management services 【80+source】 .

September 26, 2023: Sent a FOIA request to Connecticut DSS regarding decision-making in Medicaid programs 【81+source】 .

October 5, 2023: OCR responded to a complaint suggesting DOJ jurisdiction 【75+source】 .

October 10, 2023: Acknowledgment of complaint jurisdiction by DOJ 【75+source】 .

October 16, 2023: CMS responded to a FOIA request; submitted a complaint to the Small Business Administration's Office of the National Ombudsman 【83+source】 【87+source】 .

October 17, 2023: Multiple requests including information on payments to Goodwill 【90+source】 .

October 30, 2023: Request for CMS records related to Medicaid ABI Waiver Programs and referral processes 【76+source】 .

October 31, 2023: Issued a formal grievance concerning discriminatory and unfair business practices within the Connecticut Medicaid ABI Waiver Program 【91+source】 .

November 16, 2023: Submitted formal complaints regarding unauthorized care management consultation services and unethical practices in ABI Waiver Program 【91+source】 .

November 19, 2023: Request for details on housing and rental agreements within Medicaid ABI Waiver Programs 1 and 2 【76+source】 .

November 26, 2023: Request to the Council of the Inspectors General on Integrity and Efficiency for CMS oversight records of Connecticut DSS's compliance with the ABI Waiver Program 【76+source】 .

December 16, 2023: Formal complaint against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliation 【77+source】 【89+source】 .

December 26, 2023: Request for ALL CT Programs; two requests focusing on FOIA 【90†source】 .

January 2, 2024: Compilation and submission of detailed complaints to various governmental bodies 【86†source】 .

January 5, 2024, 6:30 AM: Reviewed or accessed email regarding the new complaint against Connecticut CHRO 【74†source】 .

January 5, 2024, 6:28 AM: Another email concerning the new complaint against Connecticut CHRO was reviewed or accessed 【74†source】 .

These dates and events outline the extensive and proactive efforts by David Medeiros and ABI Resources to address concerns in healthcare, particularly with regard to Connecticut's ABI Waiver and MFP Programs. The timeline reflects a comprehensive approach to advocacy, legal action, and communication with various government bodies and agencies.

Based on the emails from "Mail 4 - ABI RESOURCES 860 942-0365" and "Mail 5 - ABI RESOURCES 860 942-0365," here is a summary of the key events and actions taken by David Medeiros and ABI Resources:

December 19, 2023: David Medeiros, representing ABI Resources, communicated with Kimberly Morris, inquiring about the process for completing and notarizing Whistleblower Retaliation (WBR) Complaint forms. He requested accommodations to assist in this process and expressed appreciation for the guidance provided.

December 20, 2023: Medeiros wrote to Kimberly Morris and Cherron, seeking their complete names, titles, and contact information for clarification on who would be assisting him. He stated his intent to formally file a complaint of whistleblower retaliation and disability discrimination against the Connecticut Commission on Human Rights and Opportunities (CHRO) and the Connecticut Department of Social Services (DSS).

December 21, 2023: An email was sent to ocrcomplaint@hhs.gov, with a CC to ABI Resources LLC, discussing the ongoing challenges and concerns with the Connecticut DSS and CHRO. Medeiros mentioned advocating for disabled individuals since 2000 and highlighted his increased courage and commitment to self-advocacy.

December 23, 2023: Medeiros expressed gratitude for receiving documents related to a discrimination complaint dated December 15, 2023. He asked for insight into the roles of individuals included in the email thread to better understand the context and expressed his wishes for a joyous Christmas season and a prosperous New Year.

These emails reflect Medeiros' and ABI Resources' ongoing efforts to address and challenge perceived issues of discrimination, lack of accommodations, and whistleblower retaliation within Connecticut's DSS and CHRO. His communications indicate a commitment to seeking clarity, fair treatment, and appropriate accommodations in these matters.

December 19, 2023: David Medeiros inquired about completing and notarizing Whistleblower Retaliation (WBR) Complaint forms and requested necessary accommodations.

December 20, 2023: Medeiros sent an email to clarify assistance details for his complaint against the Connecticut Commission on Human Rights and Opportunities (CHRO) and the Connecticut Department of Social Services (DSS).

December 21, 2023: Email sent to ocrcomplaint@hhs.gov discussing challenges with the Connecticut DSS and CHRO, reflecting Medeiros's ongoing advocacy since 2000.

December 23, 2023: Medeiros thanked for receiving documents related to a discrimination complaint and sought clarification on the roles of individuals involved in the email thread.

Based on the detailed information provided in the "01.02.2024 Extended Timeline of Events and Actions by David Medeiros and ABI Resources" document, here is a comprehensive list of key dates and events:

June 2, 2020: Inquiry to Connecticut Department of Social Services (DSS) about the Provider Directory.

August 1, 2022: Formal inquiry and internal investigation into Medicaid referrals involving Connecticut Community Care Inc. (CCC).

October 18, 2021 - November 9, 2021: Multiple communications with the Department of Social Services regarding service concerns and updates.

December 1, 2022: Report on patient steering and unfair competition in Medicaid referrals.

January 1, 2023: Reporting alleged kickbacks in Medicaid Healthcare program to the HHS Office of Inspector General.

March 10-14, 2023: Requests and inquiries related to Provider Registries and Care Management Referral Process.

April 24, 2023: Continued inquiries regarding Provider Registries.

May 23, 2023: Reporting on the solicitation of ABI Waiver Consumers by CCSNCT.

June 5, 2023: Complaint against Connecticut Community Care for discrimination filed with the DOJ Civil Rights Division.

July 5, 2023: Creation of a FOIA request for further information.

July 17, 2023: Formal complaint to the Federal Trade Commission on anti-competitive practices in Connecticut's Medicaid programs.

September 26, 2023: FOIA request to Connecticut DSS regarding decision-making in Medicaid programs.

October 16, 2023: CMS response to FOIA request dated June 1, 2023.

October 30, 2023: Request for CMS records related to Medicaid ABI Waiver Programs and referral processes.

November 19-26, 2023: Requests for details on housing and rental agreements within Medicaid ABI Waiver Programs and oversight records of Connecticut DSS's compliance with the ABI Waiver Program.

December 16, 2023: Formal complaint against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations.

December 26, 2023: Request for ALL CT Programs and two requests focusing on FOIA specifically on Failure in ADA Accommodations.

January 2, 2024: Compilation and submission of detailed complaints and requests to various governmental bodies.

January 5, 2024, 6:30 AM: Email regarding the new complaint against Connecticut CHRO was reviewed or accessed.

These dates reflect a comprehensive and ongoing effort by David Medeiros and ABI Resources to address various concerns and alleged issues within Connecticut's healthcare and social services sectors, particularly focusing on the ABI Waiver and MFP Programs.

Here is a comprehensive list of all the key dates related to the actions taken by David Medeiros and ABI Resources, based on the documents and emails provided:

June 2, 2020: Inquiry to DSS about the Provider Directory.

August 1, 2022: Formal inquiry into Medicaid referrals involving CCC.

October 18, 2021: Several emails exchanged regarding service concerns and updates.

December 1, 2022: Report on patient steering and unfair competition in Medicaid referrals.

January 1, 2023: Reporting of alleged kickbacks in Medicaid Healthcare program to HHS Office of Inspector General.

March 10, 2023: Request to update information on Provider Registries.

March 11, 2023: Inquiry about Care Management Referral Process for MFP Program and Waivers.

March 14, 2023: Follow-up request on Provider Registries.

April 24, 2023: Continued inquiries regarding Provider Registries.

May 23, 2023: Reporting on the solicitation of ABI Waiver Consumers by CCSNCT.

June 5, 2023: Complaint against Connecticut Community Care for discrimination filed with DOJ Civil Rights Division.

July 5, 2023: Creation of a FOIA request for further information.

July 17, 2023: Formal complaint to the Federal Trade Commission on anti-competitive practices in Connecticut's Medicaid programs.

September 1, 2021: Email communication from Kathleen Hazelton.

September 26, 2023: FOIA request to Connecticut DSS regarding decision-making in Medicaid programs.

October 16, 2023: CMS response to FOIA request dated June 1, 2023.

October 30, 2023: Request for CMS records related to Medicaid ABI Waiver Programs and referral processes.

November 19, 2023: Request for details on housing and rental agreements within Medicaid ABI Waiver Programs 1 and 2.

November 26, 2023: Request to the Council of the Inspectors General on Integrity and Efficiency for CMS oversight records of Connecticut DSS's compliance with the ABI Waiver Program.

December 16, 2023: Formal complaint against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations.

December 26, 2023: Request for ALL CT Programs and two requests focusing on FOIA.

****January**

2020

June 2, 2020: Inquiry to Connecticut Department of Social Services (DSS) about the Provider Directory.

2021

September 1, 2021: Kathleen Hazelton sent an email related to ongoing issues.

October 18, 2021: Multiple emails were exchanged addressing service concerns and updates:

Email sent at 8:06:25 AM.

Email sent at 8:08 AM.

Emails from A.B.I. RESOURCES L.L.C..

2022

August 1, 2022: Formal inquiry and internal investigation into Medicaid referrals possibly involving Connecticut Community Care Inc. (CCC).

December 1, 2022: Report on patient steering and unfair competition in Medicaid referrals.

2023

January 1, 2023: Reporting alleged kickbacks in Medicaid Healthcare program to the HHS Office of Inspector General.

March 10-14, 2023: Requests and follow-up inquiries related to Provider Registries and Care Management Referral Process.

April 24, 2023: Continued inquiries regarding Provider Registries.

May 23, 2023: Reporting on solicitation of ABI Waiver Consumers by CCSNCT.

June 5, 2023: Complaint against Connecticut Community Care for discrimination filed with the DOJ Civil Rights Division.

July 5, 2023: Creation of a FOIA request for further information.

July 17, 2023: Formal complaint to the Federal Trade Commission on anti-competitive practices in Connecticut's Medicaid programs.

September 26, 2023: FOIA request to Connecticut DSS regarding decision-making in Medicaid programs.

October 16, 2023: CMS response to FOIA request dated June 1, 2023.

October 30, 2023: Request for CMS records related to Medicaid ABI Waiver Programs and referral processes.

November 19-26, 2023: Requests for details on housing and rental agreements within Medicaid ABI Waiver Programs and oversight records of Connecticut DSS's compliance with the ABI Waiver Program.

December 16, 2023: Formal complaint against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations.

December 26, 2023: Request for ALL CT Programs and two requests focusing on FOIA specifically on Failure in ADA Accommodations.

2024

January 2, 2024: Compilation and submission of detailed complaints and requests to various governmental bodies.

January 4, 2024: Several emails were exchanged for further communication on the

2020

June 2, 2020: Inquiry to Connecticut Department of Social Services (DSS) about the Provider Directory, starting a series of actions regarding Medicaid services and ABI Waiver Program issues.

2021

September 1, 2021: Email communication involving Kathleen Hazelton, related to ongoing service concerns.

October 18, 2021:

8:06 AM: Email sent regarding service updates and concerns.

8:08 AM: Another email exchange related to service concerns.

Multiple emails exchanged throughout the day between David Medeiros, ABI Resources, and other parties addressing service issues and updates.

2022

August 1, 2022: Formal inquiry and internal investigation into Medicaid referrals involving Connecticut Community Care Inc. (CCC).

October 18, 2022: Formal request to DSS indicating proactive engagement with state agencies.

November 7, 2022: FOIA request to Connecticut DSS seeking information about Medicaid programs.

2023

January 1, 2023: Reporting alleged kickbacks in Medicaid Healthcare program to the HHS Office of Inspector General.

March 10, 2023: Request to update information on Provider Registries.

March 11, 2023: Inquiry about Care Management Referral Process for MFP Program and Waivers.

March 14, 2023: Follow-up request on Provider Registries.

April 24, 2023: Continued inquiries regarding Provider Registries.

May 23, 2023: Reporting on the solicitation of ABI Waiver Consumers by CCSNCT.

June 5, 2023: Complaint against CCC for discrimination filed with the DOJ Civil Rights Division.

July 5, 2023: Creation of a FOIA request for further information.

July 17, 2023: Formal complaint to the Federal Trade Commission on anti-competitive practices in Connecticut's Medicaid programs.

September 26, 2023: FOIA request to Connecticut DSS regarding decision-making in Medicaid programs.

October 16, 2023: CMS response to FOIA request dated June 1, 2023.

October 30, 2023: Request for CMS records related to Medicaid ABI Waiver Programs and referral processes.

**November 19

2020

June 2, 2020: Inquiry to Connecticut DSS about the Provider Directory.

2021

September 1, 2021: Email from Kathleen Hazelton concerning ABI Resources issues.

October 6, 2021: David Medeiros raised concerns about provider poaching/talent raiding and requested a team meeting for client FB.

October 15, 2021: Email correspondence regarding the provision of a 14-day notice and service issues.

October 18, 2021: Multiple emails exchanged with the Department of Social Services about service concerns.

November 9, 2021: David Medeiros requested a status update from DSS regarding a service concern.

2022

August 1, 2022: Formal inquiry and internal investigation into Medicaid referrals possibly involving Connecticut Community Care Inc. (CCC).

October 18, 2022: Formal request to DSS indicating proactive engagement with state agencies.

November 7, 2022: FOIA request to Connecticut DSS seeking information about Medicaid programs.

2023

January 1, 2023: Reporting alleged kickbacks in Medicaid Healthcare program to the HHS Office of Inspector General.

March 10-14, 2023: Requests and inquiries related to Provider Registries and Care Management Referral Process.

April 24, 2023: Continued inquiries regarding Provider Registries.

May 23, 2023: Reporting on the solicitation of ABI Waiver Consumers by CCSNCT.

June 5, 2023: Complaint against Connecticut Community Care for discrimination filed with the DOJ Civil Rights Division.

July 5, 2023: Creation of a FOIA request for further information.

July 17, 2023: Formal complaint to the Federal Trade Commission on anti-competitive practices in Connecticut's Medicaid programs.

September 26, 2023: FOIA request to Connecticut DSS regarding decision-making in Medicaid programs.

October 16, 2023: CMS response to FOIA request dated June 1, 2023.

October 30, 2023: Request for CMS records related to Medicaid ABI Waiver Programs and referral processes.

November 19-26, 2023: Requests for details on housing and rental agreements within Medicaid ABI Waiver Programs and oversight records of Connecticut DSS's compliance with the ABI Waiver Program.

December 16, 2023: Formal complaint against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations.

December 26, 2023: Request for ALL CT Programs and two requests focusing on FOIA specifically on Failure in ADA Accommodations.

2024

January 2, 2024: Compilation and submission of detailed complaints and requests to various governmental bodies.

January 4, 2024: Several emails exchanged for further communication on the issues at hand.

January 5, 2024, 6:30 AM: Email regarding the new complaint against Connecticut CHRO was reviewed or accessed.

This comprehensive timeline highlights the active and persistent engagement of David Medeiros and ABI Resources in addressing various concerns within Connecticut's healthcare and social services sectors. The actions span from inquiries and requests for information to formal complaints and FOIA requests, reflecting a dedicated effort to address issues of discrimination, transparency, and ethical practices.

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

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

Wed 9/27/2023 11:24 AM

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

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

Dear Connecticut Department of Social Services,

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

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

Thank you for your understanding and assistance.

Sincerely,
David Medeiros
ABI Resources

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>**Sent:** Wednesday, September 27, 2023 9:52 AM**To:** providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>; Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>**Subject:** Re: Subject: Urgent Complaint and Request for Investigation: Abusive and Manipulative Conduct under Medicaid ABI Waiver Program

NEW: Additional Information. Please review the new attachment.

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

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

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

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

Ms. Nichole Collins presented a letter to the consumer for later reference, misleading the consumer by presenting she and the Supported Living Group are the consumer's sole resources for acquiring CBT, or no CBT services and dismissing other approved providers. This letter is not in alignment with the approved provider list and is misleading, offering an apparent ultimatum: to either engage with the Supported Living Group or forgo receiving any CBT services.

****Legal and Ethical Implications:****

1. ****Violation of Medicaid Referrals:****

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

2. ****Neglectful Abuse:****

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

3. ****Manipulation and Exploitation:****

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

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

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

****Immediate Actions Required:****

1. ****Thorough Investigation:****

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

2. ****Strict Action Against Violators:****

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

3. ****Corrective Measures:****

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

4. ****Consumer Support****

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

5. ****Program Audit:****

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

****Conclusion:****

This incident is not only a grave violation of Medicaid referral procedures but is also a stark example of the neglectful abuse of a vulnerable individual living with a disability. I implore you to treat this matter with the utmost seriousness and urgency it deserves and undertake immediate action to investigate and rectify this serious breach of conduct, ensuring such incidents do not recur, and maintaining the integrity and trust in the Medicaid ABI Waiver Program.

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

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

Sincerely,
David Medeiros
ABI Resources

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

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

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

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

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

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

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

Incident Overview:

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

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

Legal and Ethical Implications:

This situation raises substantial concerns regarding:

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

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

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

Requested Actions:

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

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

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

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

Notification to Higher Authorities:

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

Department of Health & Human Services (HHS)

Centers for Medicare & Medicaid Services (CMS)

Division of Healthcare Policy (DHP)

Office for Civil Rights (OCR)

Connecticut Department of Public Health (DPH)

Adult Protective Services (APS)

Connecticut Office of the Attorney General

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

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

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

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

Conclusion:

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

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

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

Sincerely,
David Medeiros
ABI Resources

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

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

Wed 9/27/2023 2:41 PM

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

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

Bcc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>; ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <ABI@CTBRAININJURY.COM>

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

Dear Officials of the Connecticut Department of Social Services,

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

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

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

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

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

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

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

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

Yours sincerely,

David Medeiros

ABI Resources

Subject: Inquiry Regarding Management of ABI Waiver and MFP Program in Connecticut

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

Wed 9/27/2023 6:18 AM

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

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

09/27/2023

Subject: Inquiry Regarding Management of ABI Waiver and MFP Program in Connecticut

Dear Ms. Dumont,

I hope this message finds you well. ABI Resources and I are reaching out to inquire about the current management of the Acquired Brain Injury (ABI) Waiver Program and Money Follows the Person (MFP) Program, both federally funded initiatives under the Connecticut Department of Social Services. CT.gov has no DSS Commissioner listed.

It is my understanding that you were previously overseeing these programs on an interim basis through COU, and I am seeking clarification as to whether this is still the case or if there has been a permanent appointment made.

Understanding the proper point of contact is crucial for ensuring smooth communication and coordination between our organizations as we strive to serve the community." I sincerely hope to confirm who currently holds the responsibility for the oversight and management of these essential programs, so we can correspond and collaborate more efficiently on matters relating to the ABI Waiver Program and the MFP Program.

I appreciate your prompt attention to this matter and look forward to your response at your earliest convenience. If there has been a change in leadership, kindly furnish the contact details of the current person in charge, or if it is more appropriate, please feel free to forward this email to the concerned individual. I am available at AabiWR@live.com, should there be any additional information or clarification needed.

Thank you very much for your assistance.

Sincerely,
David Medeiros
ABI Resources

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

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

Thu 9/28/2023 7:59 AM

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

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

Bcc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>; ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <ABI@CTBRAININJURY.COM>

A Wellness Check has been called in for the consumer.

" I greatly appreciate your persistence. Please continue as I'm badly in need of your services.

I have numerous doctors appointments I need to schedule. Some of which are over due. I often have to go without water and food due to no transportation. I'm elderly and have been very isolated. I don't presently have nursing services and I've never gone without nursing services. I'm unable to shower, do laundry, get out in the community.

I need to find a new place to move to, pack my belongings and move somewhere safe.

Thank you for your understanding!! "

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

Sent: Thursday, September 28, 2023 7:12 AM

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

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

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

09/28/2023

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

Dear Connecticut Department of Social Services and COU.

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

Consumer JG contacted ABI Resources on September 9, 2023.

The concerns conveyed by the consumer include:

Little to no care management

Absence of service providers

Numerous safety concerns

Housing concerns

Uncertainty over ABI Waiver CBT services

Potential police involvement

Potential judicial involvement.

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

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

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

Some potentialities:

Safety, Legal, and Civil Challenges:

Violation of Rights and Well-being:

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

Breach of Contract and Service Agreement:

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

Violation of Privacy and Autonomy:

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

Risk to Safety and Security:

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

Legal Implications and Liabilities:

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

Immediate Resolution Requested:

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

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

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

Yours sincerely,
David Medeiros
ABI Resources

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

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

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

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

Thank you for your understanding and cooperation.

Re: Concerns

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

Fri 9/29/2023 8:00 AM

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

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

Hello Amy,

I've reviewed the content of the recent email and found it to be inaccurate and concerning. Please re-evaluate the information, and let's discuss further.

All the best,

David Medeiros
ABI Resources

From: Dumont, Amy E <Amy.Dumont@ct.gov>**Sent:** Thursday, September 28, 2023 4:48 PM**To:** David Medeiros <AABIWR@LIVE.COM>**Subject:** Concerns

David-

We have received the numerous communications you have sent to the Department in recent weeks. The frequency and volume of your communications exceeds the ability of the Department to respond to them individually. While the Department has been looking into your concerns we would request that, going forward, you consolidate your communications to a weekly or biweekly frequency.

In addition we could be available for a discussion once per month to discuss any concerns that you may continue to have.

I encourage you to raise any concerns with the relevant parties and/or direct sources of information first, absent an emergency situation, before reaching out to the Department. This would include the applicable care manager, the client and/or responsibility party and any other persons who may have information.

Thus far, the Department's investigations of your previous concerns have consistently revealed that the facts you have conveyed are either inaccurate or based on misunderstandings of the circumstances.

In addition, family members of individuals have expressed concern that you are making complaints on their behalf without their knowledge or consent and often based on inaccurate information.

Please advise as to whether you wish to schedule a monthly call regarding your concerns.

Thank you,

Amy

Amy Dumont, LCSW
Interim Director
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

Re: Subject: DSS COU Inquiry on Qualification under Medicaid ABI & MFP Waiver Programs

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

Tue 10/10/2023 8:24 AM

To: Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>; providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>
10/10/2023

Request and follow up on unanswered correspondence 09/25/2023

Connecticut Department of Social Services, Commissioner
Attention: DSS / COU and Ms. Amy Dumont.

I hope this message finds you well. We recently received the newly updated "Allied ABI Program Services – Cognitive Behavioral Services Description" document from Allied Community Resources, and I wanted to reach out to clarify a few details.

Firstly, attached you will find the newly updated most recent description we have regarding the Cognitive Behavioral services and the qualifications where Behavior Analysts were recently added. Upon reviewing the newly updated document, I observed that there was no amendment date mentioned at the end.

With this in mind, I'd like to ask a few clarifying questions:

- Is the newly updated Cognitive Behavioral services/qualifications of Behavior Analysts applicable across all three programs, namely ABI Waiver 1, ABI Waiver 2, and MFP?
- Could you kindly indicate the date when Allied Received this newly updated service qualification description from the Department of Social Services (DSS)?
- Could you also clarify when DSS initiated the addition of the Behavior Analyst qualification and its effective date?

Understanding these details will be immensely helpful for our team's planning and in ensuring we have a comprehensive grasp of the process timeline.

Thank you.

Warm regards,

David Medeiros
ABI Resources

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>**Sent:** Tuesday, October 3, 2023 10:40 AM**To:** Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>**Subject:** Re: Subject: DSS COU Inquiry on Qualification under Medicaid ABI & MFP Waiver Programs

10/03/2023

Connecticut Department of Social Services, Commissioner
Attention: DSS / COU and Ms. Amy Dumont.

I hope this message finds you well. We recently received the newly updated "Allied ABI Program Services – Cognitive Behavioral Services Description" document from Allied Community Resources, and I wanted to reach out to clarify a few details.

Firstly, attached you will find the newly updated most recent description we have regarding the Cognitive Behavioral services and the qualifications where Behavior Analysts were recently added. Upon reviewing the newly updated document, I observed that there was no amendment date mentioned at the end.

With this in mind, I'd like to ask a few clarifying questions:

- Is the newly updated Cognitive Behavioral services/qualifications of Behavior Analysts applicable across all three programs, namely ABI Waiver 1, ABI Waiver 2, and MFP?
- Could you kindly indicate the date when Allied Received this newly updated service qualification description from the Department of Social Services (DSS)?
- Could you also clarify when DSS initiated the addition of the Behavior Analyst qualification and its effective date?

Understanding these details will be immensely helpful for our team's planning and in ensuring we have a comprehensive grasp of the process timeline.

Thank you.

Warm regards,

David Medeiros
ABI Resources

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>**Sent:** Monday, September 25, 2023 8:52 AM**To:** Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>**Subject:** Subject: DSS COU Inquiry on Qualification under Medicaid ABI & MFP Waiver Programs

09/25/2023

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

Dear Department of Social Services and COU,

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

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

1/2/24, 8:58 AM

Mail - ABI RESOURCES 860 942-0365 - Outlook

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

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

Thank you very much for your time and assistance. I look forward to your response.

Sincerely,

David Medeiros,
ABI Resources

Re: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

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

Fri 12/15/2023 11:54 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; CTEVV@Gainwellgechnologies.com <CTEVV@Gainwellgechnologies.com>

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

Would Gainwell please provide a status update?

Best regards,
David Medeiros
ABI Resources



From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Sent: Thursday, December 14, 2023 3:37 PM

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

Subject: RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Hi David,

For the consumers who are of concern here, you can reach out to CTEVV@Gainwellgechnologies.com to find out why the PAs in the Gainwell system are not in the Sandata system.

Thank you,

Ron

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

Sent: Thursday, December 14, 2023 11:21 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Subject: Re: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

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).

Document attached

Best regards,
David Medeiros
ABI Resources



From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Sent: Thursday, December 14, 2023 10:57 AM

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

Subject: RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Could you provide me their names in a secure email?

Thank you,

Ron

Ronald Sturm, LMSW, MS, CBIS
Manager, Clinical Operations, ABI, PCA waiver
43 Enterprise Dr, Bristol, CT 06010-7472
860-257-1503 x4105

WWW.CTCOMMUNITYCARE.ORG

[FOLLOW US ON FACEBOOK](#)



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

Sent: Thursday, December 14, 2023 10:56 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Subject: Re: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

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).

Consumers;

- EB
- AJ
- WL
- ES
- TM
- AV
- ZP

Best regards,
David Medeiros
ABI Resources



From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Sent: Thursday, December 14, 2023 10:35 AM

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

Subject: RE: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

Good morning,

Could you please inform on who the clients are?

Thank you,

Ron

Ronald Sturm, LMSW, MS, CBIS
Manager, Clinical Operations, ABI, PCA waiver
43 Enterprise Dr, Bristol, CT 06010-7472
860-257-1503 x4105
WWW.CTCOMMUNITYCARE.ORG
[FOLLOW US ON FACEBOOK](#)



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

Sent: Thursday, December 14, 2023 10:33 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Subject: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver

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).

12.14.2023

Subject: Urgent: No Companion Authorizations Post-December 31st for shared consumers Medicaid ABI Waiver

Hello Ron,

I am reaching out concerning an important matter related to our shared consumers under CT Community Care.

It has come to our attention that there are no companion authorizations in place for these individuals after December 31st. This situation has been highlighted by Sandata, and as per their guidance, I am contacting you to seek clarity and a resolution.

The absence of these authorizations post the specified date could potentially disrupt the continuity and quality of care that we jointly strive to provide. Therefore, it is imperative that we address this matter promptly to ensure that our consumers continue to receive the necessary support without any hindrance.

Could you please provide us with detailed information regarding the status of these authorizations? Additionally, any steps that need to be taken from our end to expedite this process would be greatly appreciated.

12/15/23, 12:01 PM

Mail - ABI RESOURCES 860 942-0365 - Outlook

Understanding the critical nature of this issue, we are looking forward to your prompt response. Your assistance in this matter is crucial in helping us continue to provide exemplary care to our shared consumers.

Thank you in advance for your attention to this urgent matter.

Best regards,
David Medeiros
ABI Resources



Fw: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver.

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

Fri 12/15/2023 2:28 PM

To: providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>; clientfraud.dss@ct.gov <clientfraud.dss@ct.gov>; Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>
Cc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>

1 attachment (551 KB)

12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver Mail - ABI RESOURCES 860 942-0365 - Outlook.pdf;

12.15.23023

Would the department please provide a status on this challenge?

Best regards,
David Medeiros
ABI Resources



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

Sent: Friday, December 15, 2023 12:25 PM

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

Subject: 12.14.2023 Urgent No Companion Authorizations Post-December 31st for Shared Consumers Medicaid ABI Waiver.

Something significant and out of the norm. I have attached a pdf for you. Would the department please provide a status on this challenge?

Best regards,
David Medeiros
ABI Resources



Re: Urgent Assistance Needed for Companion Authorizations. Dear Amy Dumont and Laurie Filippini,

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

Thu 12/21/2023 11:56 AM

To: Dumont, Amy E <Amy.Dumont@ct.gov>; Filippini, Laurie R. <Laurie.Filippini@ct.gov>; DSS, Commis <Commis.DSS@ct.gov>; clientfraud.dss@ct.gov <clientfraud.dss@ct.gov>; providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>
Cc: ABI RESOURCES LLC www.CTbrainINJURY.com <AABIWR@LIVE.COM>

12.21.2023

Subject: Immediate Action Required: Restoring ABI Resources' Reputation

Dear Andrea Barton Reeves Commissioner of the Connecticut Department of Social Services, Amy Dumont and Laurie Filippini.

I am reaching out to express my deep concerns regarding the recent technical issues with companion service authorizations impacting Medicaid Acquired Brain Injury ABI Waiver program consumers, ABI Resources and myself. While we appreciate the update on the identified technical issue at Gainwell and the temporary workaround, there is a pressing matter that requires immediate attention.

The delay in authorizations has not only disrupted our service delivery but has inadvertently caused significant harm to ABI Resources' reputation and relationships with our consumers, their families and care managers. As a leading provider in the Medicaid Acquired Brain Injury (ABI) Waiver Program, maintaining trust and reliability in our services is paramount.

Given the gravity of the situation, I am requesting that the Connecticut Department of Social Services (CT DSS) and all relevant care managers take formal and immediate steps to rectify this misunderstanding. Specifically, I ask CT DSS to:

1. Formally document and report to all consumers, families, and care management providers involved, clarifying that the delay in service authorizations was due to technical issues beyond the control of ABI Resources.
2. Directly reach out to all affected parties, including consumers, families, and care management providers, to explicitly state that ABI Resources was not at fault.
3. Issue a formal apology on behalf of CT DSS to all impacted parties for any inconvenience or misunderstanding caused by this issue.
4. Outline clear steps on how this situation will be resolved and prevented in the future, ensuring that such disruptions do not recur.

The resolution of this matter is critical to our continued partnership and the well-being of the individuals we jointly serve. It is essential that our consumers and their families understand that ABI Resources remains committed to providing the highest quality of care and support, even in the face of challenges beyond our control.

We appreciate your prompt attention to this urgent matter and look forward to your cooperation in restoring the reputation and trust that ABI Resources has diligently built over the years.

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider



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

Sent: Thursday, December 21, 2023 11:28 AM

To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>; Filippini, Laurie R. <Laurie.Filippini@ct.gov>; DSS, Commis <Commis.DSS@ct.gov>

Subject: RE: Urgent Assistance Needed for Companion Authorizations. Dear Amy Dumont and Laurie Filippini,

David:

I have been advised today by our Medical Operations Unit that they have identified a technical issue on Gainwell's end that is affecting the prior authorization availability for the companion service for all ABI Waiver providers. Many ABI Waiver providers have brought this to Gainwell's attention. A Provider Important Message is going out to all providers this evening regarding efforts to correct this issue, and providers may expect to see the prior authorizations in their EVV system tomorrow. As a temporary workaround, effective today, providers may submit impacted claims through their secure Web portal account at www.ctdssmap.com using the Web Claim Submission feature or through their own billing software.

Thank you!

Amy

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

Sent: Wednesday, December 20, 2023 8:29 AM

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

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

Subject: Re: Urgent Assistance Needed for Companion Authorizations. Dear Amy Dumont and Laurie Filippini,

Importance: High

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Urgent Assistance Needed for Companion Authorizations

Dear Amy Dumont and Laurie Filippini,

I am writing to follow up on a recent conversation between Laurie and a conservator Richard M, concerning a significant issue that impacts several of our consumers at ABI Resources.

As per the discussion, it has come to our attention that there are challenges related to companion authorizations, which are adversely affecting our service delivery. We understand that Amy holds key information and insights on how to navigate and resolve this issue.

In light of this, we are seeking your guidance and expertise to understand the specific steps ABI Resources must undertake to correct this challenge. It is crucial for us to ensure that our consumers receive the necessary support without any interruptions.

Could you please provide detailed instructions or protocols that we should follow? Additionally, if there are any specific documents or forms that need to be completed, kindly forward them to us at your earliest convenience.

We are committed to resolving this issue promptly and efficiently, and your assistance in this matter is greatly appreciated. Please let us know if a meeting or a call would be more effective to discuss this matter in detail.

Thank you for your attention and cooperation. We look forward to your prompt response.

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider



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

Sent: Tuesday, December 19, 2023 3:42 PM

To: Amy Dumont <amy.dumont@ct.gov>; Laurie Filippini <laurie.filippini@ct.gov>

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

Subject: Urgent Assistance Needed for Companion Authorizations. Dear Amy Dumont and Laurie Filippini,

Urgent Assistance Needed for Companion Authorizations

Dear Amy Dumont and Laurie Filippini,

I am writing to follow up on a recent conversation between Laurie and a conservator Richard M, concerning a significant issue that impacts several of our consumers at ABI Resources.

As per the discussion, it has come to our attention that there are challenges related to companion authorizations, which are adversely affecting our service delivery. We understand that Amy holds key information and insights on how to navigate and resolve this issue.

In light of this, we are seeking your guidance and expertise to understand the specific steps ABI Resources must undertake to correct this challenge. It is crucial for us to ensure that our consumers receive the necessary support without any interruptions.

Could you please provide detailed instructions or protocols that we should follow? Additionally, if there are any specific documents or forms that need to be completed, kindly forward them to us at your earliest convenience.

We are committed to resolving this issue promptly and efficiently, and your assistance in this matter is greatly appreciated. Please let us know if a meeting or a call would be more effective to discuss this matter in detail.

Thank you for your attention and cooperation. We look forward to your prompt response.

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider



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

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

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

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

Subject: RE: Solicitation of ABI Waiver Consumers by CCSNCT

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

Amy

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

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Tuesday, May 23, 2023 12:49 PM
To: Dumont, Amy E <Amy.Dumont@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; DSS, Commis <Commis.DSS@ct.gov>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>
Subject: Re: Solicitation of ABI Waiver Consumers by CCSNCT

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From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, May 23, 2023 12:01 PM
To: Amy Dumont <amy.dumont@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; elizabeth orejuela <Elizabeth.Orejuela@ct.gov>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>
Subject: Re: Solicitation of ABI Waiver Consumers by CCSNCT

05/23/2023

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

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

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

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

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

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

Thank you in advance for your attention to this matter. I have full faith that the Department will take appropriate action to rectify this situation. Will DSS provide detailed information on the specific steps the department plans to take in rectifying the ongoing issue of unauthorized solicitation and steering by CCSNCT towards ABI Waiver consumers for Project Genesis.

Your prompt response is highly appreciated.

All the best,
 David Medeiros



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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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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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Re: RD DSS meeting

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

Sat 6/10/2023 7:08 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; Orejuela, Elizabeth <elizabeth.orejuela@ct.gov>; michelle205085@gmail.com <michelle205085@gmail.com>; Shawn Grzado <Shawn.Grzado@ctcommunitycare.org>; Nichole Collins <ncollins@ccsnct.org>; DAVID MEDEIROS <david.m@ctbraininjury.com>; Amy Dumont <amy.dumont@ct.gov>; Dr Peter Love CBT <lovetepeter@sbcglobal.net>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>; ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>; ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>; legal@ctbraininjury.com <legal@ctbraininjury.com>

06/10/2023

Subject: Care Management Plan and DSS Directives Update

Hello Team RD,

I am writing to provide you with an update following our recent discussions concerning our mutual collaboration in the context of care management and direct care team group training for the ABI Waiver / MFP Waiver programs for ABI Resources.

The care management team is now working on formulating a comprehensive, person-centered care plan. We are confident that the attention to detail and the personalized approach embedded within this plan will serve the best interests of the consumer. Care Management "CCC" will promptly share the finalized care plan with ABI Resources upon its completion to ensure a seamless flow of information and efficient implementation.

CCC Care Manager Shawn will meet the consumer in person for the first time soon.

Furthermore, Amy is taking the initiative to gather the Medicaid Waiver protocol and DSS directives for the specific details relating to Medicaid ABI/MFP direct care staff group team training for consumer programs. This initiative is essential in our ongoing effort to ensure our practices are in line with the guidelines and the regulatory framework stipulated by the Department of Social Services and CMS.

Amy is currently in the process of consulting with the DSS legal team to ascertain the relevant legal nuances. This due diligence is paramount in ensuring our practices are fully compliant with legal stipulations, thereby safeguarding the interests of our clients and our organization.

Once Amy has completed her consultation with the DSS legal team and compiled the necessary information, she will make these details readily available for ABI Resources and the team. We anticipate that this will further enhance the training of the care staff and ultimately lead to an enriched service delivery to for the consumer.

Lastly, Shawn would you please get a status on the consumer's DMHAS services? If the consumer is not actively participating in treatment RD may lose DMHAS services and subsidies.

We greatly appreciate your understanding and patience during this period. Rest assured, we are committed to providing you with regular updates throughout this process. If you have any questions or need further clarification, please do not hesitate to email this thread.

Thank you for your continued collaboration and support. We look forward to our ongoing work together to provide the best possible care for ABI Waiver consumers.

All the best,
David Medeiros

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**From:** ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>**Sent:** Tuesday, May 30, 2023 10:43 AM

To: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; Orejuela, Elizabeth <elizabeth.orejuela@ct.gov>; michelle205085@gmail.com <michelle205085@gmail.com>; Shawn Grzado <Shawn.Grzado@ctcommunitycare.org>; Nichole Collins <ncollins@ccsnct.org>; DAVID MEDEIROS <david.m@ctbraininjury.com>; Amy Dumont <amy.dumont@ct.gov>; Dr Peter Love CBT <lovetepeter@sbcglobal.net>

Subject: Re: RD DSS meeting

Hello Ron,

Your email is concerning.

ABI Resources email is for DSS / COU.

Request for Clear Directives and Detailed Information on Care Plan and Services

Dear DSS COU Team,

I trust this message finds you well.

I am again writing to request some pertinent information, which is crucial to the ongoing management and optimization of our services. Specifically, would provide clear directives and detailed information regarding the following:

Care Plan: Would you kindly share a comprehensive document outlining the care plan, including all the pertinent details, protocols, and procedures to be followed?

Services Breakdown: Would you provide a thorough breakdown of the services being provided, outlining the specific responsibilities, tasks, and service standards related to each element.

Time Management: Would you please provide the structured timeline for services as well as the schedule that details key dates and milestones related to the care plan and services.

Your immediate response to this request would be highly appreciated, as these details are pivotal to our work. Our goal is to ensure the provision of the highest standard of care and service, so any guidance and clarification from your end would be invaluable.

Please let me know if you require any further details from our side or if there is a particular process to follow in order to expedite this request. I am available to discuss this in more detail, should the need arise.

I look forward to your prompt response today.

All the best,
David Medeiros

All the best,
David Medeiros



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From: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Sent: Tuesday, May 30, 2023 10:37 AM

To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; Orejuela, Elizabeth <elizabeth.orejuela@ct.gov>; michelle205085@gmail.com <michelle205085@gmail.com>; Shawn Grzado <Shawn.Grzado@ctcommunitycare.org>; Nichole Collins <ncollins@ccsnct.org>; DAVID MEDEIROS <david.m@ctbraininjury.com>; Amy Dumont <amy.dumont@ct.gov>; Dr Peter Love CBT <lovetpeter@sbcglobal.net>

Subject: RE: RD DSS meeting

Hello David,

At this time, we need to have a meeting with all parties, particularly the conservator, who was not present at this second attempt at a rescheduled meeting this morning. Once a meeting takes place, with all parties present, we will all have a more collaborative definition and focus on the specifics of your inquiry. As the consumer has a 24-hour plan, please have your staff carry on as usual.

Michelle, perhaps you could let us know of some upcoming days/times that would work for you to assure this meeting will occur with all necessary parties present?

Thank you,

Ron

Ronald Sturm, LMSW, MS, CBIS
Manager, Clinical Operations, ABI, PCA waiver
43 Enterprise Dr, Bristol, CT 06010-7472
860-257-1503 x4105
WWW.CTCOMMUNITYCARE.ORG
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From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Sent: Tuesday, May 30, 2023 10:06 AM

To: Orejuela, Elizabeth <elizabeth.orejuela@ct.gov>; michelle205085@gmail.com; Shawn Grzado <Shawn.Grzado@ctcommunitycare.org>; Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; Nichole Collins <ncollins@ccsnct.org>; DAVID MEDEIROS <david.m@ctbraininjury.com>; Amy Dumont <amy.dumont@ct.gov>; Dr Peter Love CBT <lovetpeter@sbcglobal.net>

Subject: Re: RD DSS meeting

Importance: High

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Request for Clear Directives and Detailed Information on Care Plan and Services

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Time Management: Would you please provide the structured timeline for services as well as the schedule that details key dates and milestones related to the care plan and services.

Your immediate response to this request would be highly appreciated, as these details are pivotal to our work. Our goal is to ensure the provision of the highest standard of care and service, so any guidance and clarification from your end would be invaluable.

Please let me know if you require any further details from our side or if there is a particular process to follow in order to expedite this request. I am available to discuss this in more detail, should the need arise.

I look forward to your prompt response today.

All the best,
David Medeiros



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From: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

Sent: Tuesday, May 30, 2023 9:15 AM

To: michelle205085@gmail.com <michelle205085@gmail.com>; Shawn.Grzado@ctcommunitycare.org <Shawn.Grzado@ctcommunitycare.org>; Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; Nichole Collins <ncollins@ccsnct.org>; Mark J. Palmieri <MPalmieri@ccsnct.org>; DAVID MEDEIROS <david.m@ctbraininjury.com>

Subject: RE: RD DSS meeting

The link is not working on my end. Is there a call in number?

Thank you,

Elizabeth Orejuela MSN-RN
Nurse Consultant
Department of Social Services
55 Farmington Ave. Hartford, CT 06105
Office: 860-424-5923

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From: michelle205085@gmail.com <michelle205085@gmail.com>

Sent: Tuesday, May 30, 2023 9:11 AM

To: Shawn.Grzado@ctcommunitycare.org; Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; Nichole Collins <ncollins@ccsnct.org>; Mark J. Palmieri <MPalmieri@ccsnct.org>; DAVID MEDEIROS <david.m@ctbraininjury.com>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

Subject: Re: RD DSS meeting

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.

Is there a number. I'm on the road and my phone isn't allowing teams

[Sent from Yahoo Mail on Android](#)

On Tue, May 30, 2023 at 9:07 AM, Shawn Grzado
<Shawn.Grzado@ctcommunitycare.org> wrote:

Shawn Grzado
Care Manager, ABI
108 New Park Ave, North Franklin, CT 06254-1830
(860) 425-4055 x4055
WWW.CTCOMMUNITYCARE.ORG
[FOLLOW US ON FACEBOOK](#)



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Re: Request for Clear Directives and Detailed Information on Care Plan and Services

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

Mon 6/12/2023 6:58 AM

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

Cc: elizabeth orejuela <Elizabeth.Orejuela@ct.gov>

Bcc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>; ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>

Dear Amy Dumont, DSS / COU,

I am writing to express ABI Resources' deep concerns regarding the actions, or lack thereof, by Connecticut Community Care (CCC) and, unfortunately, its director, Ron Sturm. These actions have eroded the trust and relationship between CCC and ABI Resources, as well as our ongoing relationships with ABI Waiver care managers. Consequently, we have consistently reported these issues to both you and the Department of Social Services (DSS) and COU.

Our recent Team Meeting with Connecticut Community Care (CCC) was both informative and shocking. During this meeting, it became evident that director, Ron Sturm, lacks a fundamental knowledge and understanding of the implementation process of Medicaid ABI Waiver program consumer care plans, consumer service goals, and service types. This is unacceptable for several reasons. I, like you and several others, believed that CCC was fully aware of what a care plan is. ABI Resources believed that CCC was choosing not to direct his staff to provide care plans to ABI Resources. This decision has resulted in numerous conflicts.

Firstly, CCC has failed to communicate effectively with consumers and conservators to develop comprehensive care plans. This lack of communication hampers our ability to provide appropriate care to consumers under the Medicaid ABI Waiver program.

Secondly, CCC has not provided care plans to ABI Resources. This omission leads to confusion and inefficiency in delivering the necessary care and support to the consumers, thereby compromising their well-being.

Furthermore, it has come to my attention that Mr. Sturm has been falsely reporting to the Department of Social Services (DSS) that care plans are in place when, in fact, they are not. This misleading information undermines the integrity of the program and also puts the consumers at risk of receiving inadequate care.

In addition to the aforementioned concerns, I would like to highlight five more areas where CCC's lack of knowledge and direction regarding the care plans is detrimental:

The ongoing challenges we have experienced with CCC's handling of the Medicaid ABI Waiver program have strained our trust and confidence in their ability to fulfill their responsibilities effectively. The following issues have been particularly problematic:

Inconsistent communication of consumer care plans: CCC has failed to maintain consistent and open lines of communication with ABI Resources. This lack of communication has hindered our ability to provide the highest quality of care to the consumers we serve.

Lack of collaboration: CCC has shown a reluctance to collaborate and work in partnership with ABI Resources. This has resulted in a fragmented approach to consumer care, causing confusion and inefficiency in the provision of services.

Poor documentation and reporting: CCC has demonstrated inadequate documentation and reporting practices, leading to inaccuracies and incomplete records. This has further undermined our ability to provide comprehensive care and has created additional challenges in reporting accurate information to DSS and COU.

Failure to address concerns: Despite our continuous reports and efforts to address these issues, CCC has not taken adequate measures to rectify the situation. This lack of action has further eroded our trust in their ability to fulfill their obligations.

Given the importance of the Medicaid ABI Waiver program and the impact it has on the lives of individuals in our care, it is crucial that these concerns are addressed promptly and effectively. We kindly request your intervention to help restore trust and ensure that CCC meets its obligations to provide high-quality care and support to consumers.

We remain committed to working collaboratively with DSS and COU to uphold the highest standards of care for our consumers. We appreciate your attention to this matter and look forward to a resolution that will allow us to rebuild the trust and relationship necessary to effectively serve the individuals under the Medicaid ABI Waiver program.

ABI Resources is requesting that DSS and COU direct CCC to provide care plans for the consumers we jointly serve. We additionally request that DSS and COU investigate the repercussions and effects this has had on the Medicaid consumers ABI Resources serves under the ABI Waiver Program. Could DSS and COU please provide information on the corrective measures they have implemented to prevent this situation from continuing?

Thank you for your understanding and support.

All the best,
David Medeiros

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

Sent: Tuesday, May 30, 2023 11:05 AM

To: Amy Dumont <amy.dumont@ct.gov>
Cc: elizabeth orejuela <Elizabeth.Orejuela@ct.gov>
Subject: Request for Clear Directives and Detailed Information on Care Plan and Services

Request for Clear Directives and Detailed Information on Care Plan and Services

To the Attention of Amy Dumont and/or DSS COU Team,

I trust this message finds you well.

No plan has been provided for ABI Waiver consumer RD. DSS COU management of this challenge is extremely concerning. ABI Resources has no choice but to report this to the authorities.

I am again writing to request some pertinent information, which is crucial to the ongoing management and optimization of our services. Specifically, would provide clear directives and detailed information regarding the following:

Care Plan: Would you kindly share a comprehensive document outlining the care plan, including all the pertinent details, protocols, and procedures to be followed?

Services Breakdown: Would you provide a thorough breakdown of the services being provided, outlining the specific responsibilities, tasks, and service standards related to each element.

Time Management: Would you please provide the structured timeline for services as well as the schedule that details key dates and milestones related to the care plan and services.

Your immediate response to this request would be highly appreciated, as these details are pivotal to our work. Our goal is to ensure the provision of the highest standard of care and service, so any guidance and clarification from your end would be invaluable.

Please let me know if you require any further details from our side or if there is a particular process to follow in order to expedite this request. I am available to discuss this in more detail, should the need arise.

I look forward to your prompt response today.

All the best,
 David Medeiros

All the best,
 David Medeiros



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Request

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

Wed 6/21/2023 11:26 AM

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

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

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

Hello Amy

I am reaching out to kindly request access to the Cognitive Behavioral Therapy (CBT) / Behaviorist Master List pertinent to the Acquired Brain Injury (ABI) Waiver Program. Would you please assist with this?

All the best,
David Medeiros



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Subject: Notice of Unapproved Position Transition of Our Team Members

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

Sat 7/15/2023 9:08 AM

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

Bcc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <CHRISTINE.G@CTBRAININJURY.COM>; ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <ABI@CTBRAININJURY.COM>

Dear Amy Dumont DSS COU and DSS Commissioner.

I hope this letter finds you well. I am writing on behalf of ABI Resources to bring to your attention a concerning matter that has recently been brought to our attention.

It has come to our knowledge that The Supported Living Group (SLG) has been directly contacting members of our team who currently work with the consumer, RD. The nature of the contact relates to informing our team members that their positions are allegedly being transitioned to the SLG. Moreover, they are being instructed to complete the necessary paperwork with SLG in accordance with this transition. These actions not only undermine our professional agreements but also create a significant amount of confusion and distress amongst our team members, potentially impacting their ability to provide high-quality care to the consumer, RD.

We wish to clarify that ABI Resources has not been officially notified nor has approved any such transition. We are, therefore, quite concerned by this premature communication to our employees without the appropriate due process being observed. It is our firm belief that such matters should be approached with an abundance of transparency, professionalism, and respect for the rights of all parties involved, including our dedicated team members. This could also be seen as tortious interference, which is when a third party interferes with another's business relationships.

We kindly request your assistance in investigating and addressing this issue promptly to ensure that such inappropriate communication does not persist.

We thank you for your immediate attention to this matter, and we trust that you will handle this issue in the most professional and ethical manner possible. Should you require any additional information or wish to discuss this further, please do not hesitate to contact us.

Thank you for your understanding and cooperation.

All the best,
David Medeiros

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9 months -- Care Management Neglect of Historical Information Sharing with CBT Behaviorist for ABI Waiver Program Survivor EB

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

Fri 9/1/2023 6:47 AM

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

Cc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>

Bcc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <ABI@CTBRAININJURY.COM>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <CHRISTINE.G@CTBRAININJURY.COM>

Date: August 31, 2023

To: Connecticut Department of Social Services (DSS)

From: ABI Resources

The ABI Waiver Program aims to assist individuals with Acquired Brain Injuries, facilitating their integration into community settings and ensuring they lead self-directed lives. Central to this program's success is the transparent exchange of information by Care Management to all involved professionals.

Report of the Meeting:

During a recent team meeting for ABI Waiver Program survivor EB from Griswold, CT, the CBT behaviorist highlighted the following concern:

In the past 9 months of providing weekly therapy services to EB since January, the behaviorist did not receive any historical behavioral or background information about EB from Care Management.

The absence of information from Care Management poses questions about the necessity and justification of the weekly ABI Waiver behavioral services being provided and billed to Medicaid. How can a behaviorist deliver effective services without prior knowledge or specific directives?

During this meeting, the Care management explained they had no information about the consumer but would look at the client's records next week when they go to the office, the behaviorist then approached ABI Resources for past and current medical and therapeutic data. However, ABI Resources provides non-medical/therapeutic support, potentially complicating the behaviorist's request.

The Cognitive Behavioral therapist raised concerns to the consumer and team about the consumer's lead medical rehab doctor's abilities and prescriptions. Such concerns have unsettled the consumer, making them contemplate seeking a new prescriber and potentially not adhering to their medication regimen. Notably, EB has been with their current doctor for over 15 years.

Implications:

Program Integrity: ABI Waiver care management consultation services are built on organization thorough information sharing and communication. A lapse in this regard undermines the quality of care as well as concerns for Care management consultation service billing that may not be provided.

Consumer Safety: Operating without a complete background can endanger the consumer, therapist, and service providers.

CBT Medication Concerns: Uncertainties regarding EB's medication necessitate immediate investigation and resolution.

Concerns Raised:

Clarity is required on the interventions the CBT behaviorist has employed with EB since January. The obstacles created by the missing historical data and the highlighted medication worries are urgent.

Request for Action:

Immediate Sharing of Information: Care Management must swiftly relay all pertinent historical details about EB to the CBT behaviorist and ABI Resources.

Audit of Care Management Protocols: An assessment should be initiated to discern the cause of this neglect and avert similar oversights for other clients.

Training: Provide comprehensive training for Care Management consultation services and behavioral providers to ensure an understanding of the roles and capacities of each associated organization.

Contact CMS: Initiate a thorough investigation into the consumer's ABI Waiver Program service plan and to ascertain if other consumers are experiencing similar.

Ensuring the concerns detailed herein are swiftly addressed is critical to preserving safety as well as the integrity and purpose of the ABI Waiver Program.

We urge Connecticut DSS to prioritize this matter and ensure proper measures are taken to rectify the situation. Lastly, ABI Resources requests follow-up information as to how the Department of Social Services has addressed this.

Sincerely,

David Medeiros

ABI Resources

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

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

Wed 9/13/2023 6:53 AM

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

Bcc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <ABI@CTBRAININJURY.COM>; LAURA C (ABI SUPPORT SUPERVISOR) <LAURA.C@CTBRAININJURY.COM>; ABI RESOURCES LLC www.CTBRAININJURY.com <aabiwr@live.com>

09/13/2023

Subject: Urgent Clarification Needed on Consumer DS's Communication Discrepancy

Dear DSS Commissioner and Amy Dumont COU

I'm writing on behalf of ABI Resources to address a serious concern regarding the communication between the consumer DS's care manager and our organization.

Yesterday, ABI Resources received a text message from DS's care manager consultant indicating that they had spoken with consumer DS. The timing of this is worrisome for a variety of reasons. The content of the text message starkly contrasts with the information relayed to us by the consumer, contacted ABI Resources to support her. The disparity in communication raises questions about whether DS might have been verbally pressured over the phone to forgo a team meeting about service transitions. Given that we recently approached DSS about inconsistencies in waiver consultation services, this appears to be a potentially desperate attempt on their part to manipulate the situation.

In light of the above, I kindly ask:

1. Has DSS COU informed CCC of this discrepancy in communication between the care manager and ABI Resources?
2. What measures has DSS COU undertaken to ensure that consumer DS is not being influenced to accept services determined solely by Care Management?
3. Is there an established protocol for Care Managers to follow in situations where service transitions are discussed? If so, can it be shared for clarity?
4. How does DSS COU address and rectify conflicts of interest in waiver consultation services?
5. Are there systems in place to protect the autonomy of the consumer, ensuring they are free from undue influence?

We at ABI Resources are committed to providing the best care for consumers and ensuring their voices are heard, respected, and acted upon. We urge you to investigate this matter promptly and ensure that the rights and wishes of consumer DS are upheld.

Thank you for your immediate attention to this matter. We look forward to your timely response.

Warm regards,

David Medeiros
ABI Resources

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

Sent: Monday, September 11, 2023 2:59:20 PM

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

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

09/11/2023

Dear DSS Commissioner and Amy Dumont, DSS COU.

I hope this email finds you well. I am writing to you on behalf of ABI Resources to address a matter in light of the serious and pressing concerns raised by our clients regarding the practices of Connecticut Community Care (CCC) consultation services to the ABI Waiver program and potential unethical conduct. Specifically, a recurring pattern has been identified where consultation services seem to unduly direct consumers DS and AP toward the agency provider, New Day, facilitated by Ms. Luisa DiNino-Jones. Such actions compromise the core values of person-centered care services as well as efforts to jeopardize ABI Resources' services and reputation as a respected provider.

There have been instances indicating possible consumer discriminatory communications, whether over the phone or via email. This further complicates matters, hindering the ability of ABI Waiver program consumers to make informed decisions. Such conduct not only jeopardizes the integrity of ABI Resources care system but might also verge on discriminatory actions against these consumers.

Consumer DS has made numerous attempts to schedule a Team Meeting to address these concerns, yet no such meeting has been organized by care management. DS shares that care management has repeatedly dictated her choice of providers, steering and excluding the consumer from the decision-making process. Disturbingly, DS has also mentioned receiving derogatory remarks from the care manager, sharing that the consumer is insulted by continuously referencing her as grossly morbidly obese in a derogatory manner.

Consumer AP shares that the care manager often misrepresents their role, posing as the consumer's medical therapeutic provider. The consumer shares that there continue to be instances of wrongful diagnosis, with claims from the care manager of the consumer having manic episodes as well as inaccurate information being reported to the consumer's family via email. The consumer shares that this seems to be an attempt to establish some sort of historical form of legal conservatorship over

AP. Consumer AP share that care management has made statements about the consumer's religious beliefs. Lastly, the consumer shares that care management inappropriately comments on the consumer's past relationships in a negative way to others.

Given the severity of these concerns, we at ABI Resources formally request that the Department of Social Services (DSS) initiate a comprehensive investigation into these allegations. It is imperative to uphold the integrity and fairness of services offered to ABI Waiver program consumers.

To address these issues and protect the interests of consumers, we suggest the following measures:

Immediate Investigation: Initiate a neutral investigation into the practices of Connecticut Community Care consultation services, with a focus on referrals to New Day through Ms. Luisa DiNino-Jones.

Immediate Investigation: Initiate a neutral investigation into the practices of Connecticut Community Care consultation services, with a focus on the number of probate conservator referrals involving Ms. Luisa DiNino-Jones.

Strengthen Oversight: Augment oversight mechanisms to ensure consultation services adhere to person-centered care principles.

Enhance Communication Transparency: Establish guidelines mandating consultation services to present transparent, unbiased information to and with consumers, guaranteeing they are included and informed with documentation for consumers to reference.

Training and Awareness: Organize regular training for consultation service providers emphasizing ethical conduct, transparency and person-centered care.

Open Reporting Channels: Develop an efficient, anonymous system for whistleblowers and other consumers to report potential wrongdoing.

Regular Audits: Implement periodic audits to assess the compliance of consultation services with DSS standards and values.

Sanctions and Penalties: Enforce stricter repercussions for services that contravene DSS standards and guidelines.

Contact CMS: Initiate a thorough investigation into the consumer's ABI Waiver Program service plan and to ascertain if other consumers are experiencing similar.

Ensuring the concerns detailed herein are swiftly addressed is critical to preserving safety as well as the integrity and purpose of the ABI Waiver Program.

We urge Connecticut DSS to prioritize this matter and ensure proper measures are taken to rectify the situation. Lastly, ABI Resources requests follow-up information as to how the Department of Social Services has addressed this.

Thank you,

David Mederios

ABI Resources

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 7:58 AM

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

Bcc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>; LAURA C (ABI SUPPORT SUPERVISOR) <LAURA.C@CTBRAININJURY.COM>

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

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

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

Mon 9/25/2023 12:11 PM

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

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

Bcc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>; ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <ABI@CTBRAININJURY.COM>

09/25/2023

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

Dear DSS Commissioner and Amy Dumont COU,

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

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

Details of Complaint:

Issue: Unlawful steering and referral processes

Affected Program: Medicaid ABI Waiver Program

Affected Consumers: Individuals currently receiving CBT behavioral services from CCSN

Conducting Entity: Connecticut Community Care Management consultation services

Requested Action:

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

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

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

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

Legal Implications:

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

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

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

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

Sincerely,

David Medeiros
ABI Resources

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

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

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

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

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

CCCI - Steering clients

A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>

Wed 4/14/2021 12:31 PM

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

Cc: CHRISTINE G (ABI SUPPORT SUPERVISOR) <CHRISTINE.G@ctbraininjury.com>; ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>; legal@ctbraininjury.com <legal@ctbraininjury.com>

Hello Amy,

ABI Resources has been working with a family on MFP for over a year now on discharge planning, the client is F Burton in Gales Ferry. Today at the discharge meeting it was brought to our attention that CCCI arranged a meeting with SLG for the client's family. CCCI expressed to everyone, that the family should go with a LARGE agency that can provide all services. ABI Resources is pursuing this legally as a result.

Would you please give me a call? 860 463-3638

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

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RE: Unpaid Invoices for PD Brodbrook CT Services Since February 1st

Doreen Andrew <Doreen.Andrew@ctcommunitycare.org>

Mon 4/17/2023 3:21 PM

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

Cc: Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; Christine Garcia <christine.g@ctbraininjury.com>

Impact lookup showed W01 active until 5/31/2023.

Doreen Andrew, BSN, RN, CBIS
 Care Manager, ABI
 108 New Park Ave, North Franklin, CT 06524-1830
 860-885-2960 x4053

WWW.CTCOMMUNITYCARE.ORG[FOLLOW US ON FACEBOOK](#)**From:** ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>**Sent:** Monday, April 17, 2023 12:57 PM**To:** Doreen Andrew <Doreen.Andrew@ctcommunitycare.org>**Cc:** Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; Christine Garcia <christine.g@ctbraininjury.com>**Subject:** Re: Unpaid Invoices for PD Brodbrook CT Services Since February 1st

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I am again writing to request an update on the status of unpaid invoices. It has been a while since your last communication, and it is essential for us to stay informed and aligned on the progress of this challenge.

All the best,
 David Medeiros

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**From:** Doreen Andrew <Doreen.Andrew@ctcommunitycare.org>**Sent:** Wednesday, April 12, 2023 11:44 AM**To:** ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>**Cc:** Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>; Christine Garcia <christine.g@ctbraininjury.com>**Subject:** RE: Unpaid Invoices for PD Brodbrook CT Services Since February 1st

Hi David- I spoke to Greg earlier today and he continues to work with DSS on getting PD's T19 reinstated. He is scheduled to go again to the DSS Manchester office tomorrow, Thursday 4/13/2023. Greg told me that he would keep everyone informed.

Thanks,

Doreen

Doreen Andrew, BSN, RN, CBIS
Care Manager, ABI
108 New Park Ave, North Franklin, CT 06524-1830
860-885-2960 x4053

WWW.CTCOMMUNITYCARE.ORG

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

Sent: Wednesday, April 12, 2023 11:40 AM

To: Doreen Andrew <Doreen.Andrew@ctcommunitycare.org>; Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>

Subject: Re: Unpaid Invoices for PD Brodbrook CT Services Since February 1st

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Hello Doreen,

I hope this message finds you well. I am writing to request an update on the status of unpaid invoices. It has been a while since your last communication, and it is essential for us to stay informed and aligned on the progress of this challenge.

All the best,
David Medeiros



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From: Doreen Andrew <Doreen.Andrew@ctcommunitycare.org>

Sent: Thursday, April 6, 2023 3:44 PM

To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>

Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>

Subject: RE: Unpaid Invoices for PD Brodbrook CT Services Since February 1st

Hi David- I have left 2 calls out to Greg (COP/COE) for an update. I am still awaiting to hear back from him. I will let you know when I have some information.

Thanks,

Doreen

Doreen Andrew, BSN, RN, CBIS
 Care Manager, ABI
 108 New Park Ave, North Franklin, CT 06524-1830
 860-885-2960 x4053

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From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Wednesday, April 5, 2023 1:00 PM
To: Doreen Andrew <Doreen.Andrew@ctcommunitycare.org>; Ronald Sturm <Ronald.Sturm@ctcommunitycare.org>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>
Subject: Unpaid Invoices for PD Brodbrook CT Services Since February 1st

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Hello Doreen and Ron,

I am writing to bring to your attention that ABI Resources has not yet received payment for PD Brodbrook CT services rendered since February 1st.

As you are aware, prompt payment is crucial to our ability to continue providing quality services to our clients. We would appreciate it if you could check on the status of the payment and provide an update on when we can expect to receive it. Our team is committed to resolving any outstanding matters.

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

All the best,
 David Medeiros



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Re: DSS Request | Notice

A.B.I. RESOURCES L.L.C. 860 942-0365 <aabiwr@live.com>

Tue 4/20/2021 12:10 PM

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

Cc: legal@ctbraininjury.com <legal@ctbraininjury.com>; ABI RESOURCES L.L.C. CTbrainINJURY.com 860 942-0365 <aabiwr@live.com>

Hi Amy,

[Checking on the status of the challenges.](#)

All the best,

David Medeiros CBIS

David Medeiros
A.B.I. RESOURCES**From:** Dumont, Amy E <secureMailer.d-2424414d8b07446fb513dab1a29f8282@ct.gov> on behalf of Dumont, Amy E <Amy.Dumont@ct.gov>**Sent:** Wednesday, April 7, 2021 2:17:58 PM**To:** David Medeiros <aabiwr@live.com>**Cc:** legal@ctbraininjury.com <legal@ctbraininjury.com>**Subject:** RE: DSS Request | Notice State of Connecticut MailGate SC

Secure Message Delivery

From: "Dumont, Amy E" <Amy.Dumont@ct.gov>
Subject: RE: DSS Request | Notice

You have been sent a secured email from the State of Connecticut email system.
To view your email select the below link "Click here to view your Secure Email".
Use your password to access the message.
If you do not already have an account you will be prompted to create a password.
This email will be available online until 05/07/2021.

If you are having logon issues please go to Secure Mail FAQs below[Secure Mail FAQs](#)[Click here to view your Secure Email](#)

On 11/7/2020 our Secure Mail system was upgraded. If you had a registered account on our previous system you will be prompted to re-register your account upon first login.

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

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

Mon 4/24/2023 3:40 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>

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

Enhancing Ethical Systems and Advocating for Consumer Rights

Dear [DSS and COU Representative],

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

Ethical Concerns in the Current Process:

The current process poses several ethical concerns, including:

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

Conflicts Arising from Case Manager Availability:

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

- Prioritizing agency interests over consumer needs.
- Restricting consumer choice.
- Inconsistency with person-centered care.
- Challenging self-advocacy.
- Potential for strained relationships.

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

Proposed Solutions:

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

- Developing easy-to-understand written materials and an online resource to document the request. Including a printable "Request to change Care Manager Form"
- Designating a dedicated neutral contact person within DSS / COU and not the Care Management access agency itself.
- Implementing regular training and education for care managers and relevant staff.
- Establishing transparent and accessible channels of communication.
- Regularly reviewing and assessing the effectiveness of the system.

- Developing a clear protocol for requesting care manager changes.
- Establishing a confidential reporting system.
- Ensuring all parties involved in the process are trained in effective communication, conflict resolution, and ethical conduct.
- Providing support and resources during the transition to a new care manager.
- Encouraging ongoing feedback from consumers.

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

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

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

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

Best regards,

ABI Resources

David Medeiros

All the best,
David Medeiros



ABI RESOURCES

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

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

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

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

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

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

Amy

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

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

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

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

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

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

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

Dear CT DSS and COU,

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

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

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

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

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

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

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

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

Sincerely,
ABI Resources

All the best,
David Medeiros



A.B.I. RESOURCES

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

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

Mon 4/24/2023 3:40 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>

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

Enhancing Ethical Systems and Advocating for Consumer Rights

Dear [DSS and COU Representative],

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

Ethical Concerns in the Current Process:

The current process poses several ethical concerns, including:

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

Conflicts Arising from Case Manager Availability:

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

- Prioritizing agency interests over consumer needs.
- Restricting consumer choice.
- Inconsistency with person-centered care.
- Challenging self-advocacy.
- Potential for strained relationships.

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

Proposed Solutions:

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

- Developing easy-to-understand written materials and an online resource to document the request. Including a printable "Request to change Care Manager Form"
- Designating a dedicated neutral contact person within DSS / COU and not the Care Management access agency itself.
- Implementing regular training and education for care managers and relevant staff.
- Establishing transparent and accessible channels of communication.
- Regularly reviewing and assessing the effectiveness of the system.

- Developing a clear protocol for requesting care manager changes.
- Establishing a confidential reporting system.
- Ensuring all parties involved in the process are trained in effective communication, conflict resolution, and ethical conduct.
- Providing support and resources during the transition to a new care manager.
- Encouraging ongoing feedback from consumers.

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

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

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

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

Best regards,

ABI Resources

David Medeiros

All the best,
David Medeiros



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

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

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

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

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

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

Amy

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

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

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

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

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

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

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

Dear CT DSS and COU,

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

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

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

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

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

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

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

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

Sincerely,
ABI Resources

All the best,
David Medeiros



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Solicitation of ABI Waiver Consumers by CCSNCT

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

Tue 5/23/2023 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 LLC www.CTBRAININJURY.com <aabiwr@live.com>
Bcc: LAURA C (ABI SUPPORT SUPERVISOR) <laura.c@ctbraininjury.com>; CHRISTINE G (ABI SUPPORT SUPERVISOR) <christine.g@ctbraininjury.com>

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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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
 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, 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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1/2/24, 8:49 AM

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

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

Tue 5/23/2023 2:42 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: 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
 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, 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: ABI Waiver Program Consumer Service Concern

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

Tue 11/9/2021 2:35 PM

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

Cc: commis.dss@ct.gov <commis.dss@ct.gov>; aabiwr@live.com <AABIWR@LIVE.COM>

11/09/2021

Would the Department of Social Services, please provide a status update?

All the best,
David Medeiros CBIS**A.B.I. RESOURCES**[WEBSITE](#) | [FACEBOOK](#)

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**From:** A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>**Sent:** Friday, October 29, 2021 9:09 AM**To:** Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>**Cc:** commis.dss@ct.gov <commis.dss@ct.gov>; aabiwr@live.com <aabiwr@live.com>**Subject:** Re: ABI Waiver Program Consumer Service Concern

10/29/2021

Would the Department of Social Services, please provide a status update? The MFP consumer's conservator contacted ABI Resources again this morning requesting services.

All the best,
David Medeiros CBIS**A.B.I. RESOURCES**[WEBSITE](#) | [FACEBOOK](#)

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**From:** A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>**Sent:** Monday, October 25, 2021 6:40 AM**To:** Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>**Cc:** commis.dss@ct.gov <commis.dss@ct.gov>; ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>**Subject:** Re: ABI Waiver Program Consumer Service Concern

10/25/2021

Hello,

Would the Department of Social Services, please provide a status update? The MFP consumer conservator continues to contact ABI Resources.

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

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From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>
Sent: Thursday, October 21, 2021 1:07 PM
To: Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>
Cc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>
Subject: Re: ABI Waiver Program Consumer Service Concern

Hello Jennifer,

Connecticut Community Care removed ABI Resources from providing Medicaid Money Follows the Person services after requesting a team meeting. Connecticut Community Care falsely communicated to the family that ABI Resources quit. The conservator is actively communicating to ABI Resources they are in desperate need of services. Connecticut Community Care inaccurately misled a consumer of the Medicaid MFP program.

All the best,
David Medeiros CBIS



A.B.I. RESOURCES

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From: Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>
Sent: Thursday, October 21, 2021 10:22 AM
To: AabiWR@live.com <AabiWR@live.com>
Subject: ABI Waiver Program Consumer Service Concern

Good Morning,
Your email to the Commissioner's Office has been forwarded to my attention.
How may I assist you?
Thank you.
Jennifer

Jennifer Cavallaro, CDP, MS, LNHA
Director, Operations Team
Co-Lead, Community Options Unit
Division of Health Services
Connecticut Department of Social Services
www.ct.gov/dss

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As an expert in managing complex legal and advocacy challenges, particularly in the context of disability support services and Medicaid programs, I've synthesized the key events and interactions involving ABI Resources into a concise and coherent timeline:

2019

- **October 21, 2019:** ABI Resources addresses inaccuracies in a DSS letter, focusing on services provided and interactions with a client's family, demonstrating their commitment to clarity and accurate representation.

2021

- **October 18, 2021:** ABI Resources communicates with Kathleen Hazelton about service provision concerns, reflecting their proactive stance in resolving service delivery issues.
- **October 25, 2021:** Follow-up with Jennifer Cavallaro at DSS about ABI Waiver Program Consumer Service Concern, indicating ongoing engagement for resolution.

2022

- **July 25, 2022:** A significant event where Connecticut Community Care manager directs immediate removal of ABI Resources for a Willington Consumer of the Medicaid ABI Waiver Program, raising compliance and ethical concerns.
- **August 1, 2022:** Formal inquiry and internal investigation request sent to Connecticut Community Care Inc., showcasing ABI Resources' dedication to addressing potential regulatory conflicts.
- **November 7, 2022:** FOIA request to Connecticut DSS regarding potential discriminatory practices, underscoring a commitment to fairness and transparency.
- **November 14, 2022:** Request for the official discrimination complaint form from Connecticut's CHRO, reflecting their dedication to pursuing legal avenues for addressing potential injustices.
- **November 28, 2022:** Allegations of Medicaid fraud involving various entities, marking a critical point in ABI Resources' advocacy for ethical practices in Medicaid programs.

2023

- **March 10, 2023:** Focus on verification requests and provider registries, indicating meticulous attention to the accuracy of service provision.
- **April 23, 2023:** Urgent compliance and consumer safety communication, highlighting ABI Resources' vigilance in maintaining program integrity.
- **May 23, 2023:** Addressing unfair practices and solicitation concerns by CCSNCT, further emphasizing their role in advocating for ethical practices.
- **July 6, 2023:** Raising concerns about protocol violations by ABI Waiver Behaviorist Nichole Collins, demonstrating their commitment to high standards of care.

- **July 26, 2023:** Persistent follow-up on a FOIA request to Connecticut DSS, showcasing continued efforts to seek information and uphold transparency.
- **September 13, 2023:** Request for urgent investigation into Connecticut Community Care's practices, indicating proactive measures in addressing ethical concerns.

October to December 2023

- **October 23, 2023:** Inquiry into Connecticut Community Care's referral practices via FOIA request, focusing on ethical service provision.
- **November 13, 2023:** Requesting the Directory of Qualified Providers, aiming to safeguard transparency in provider qualifications and services.
- **November 15-21, 2023:** Multiple FOIA requests to Connecticut Government agencies, emphasizing a thorough approach to uncovering program details.
- **November 26, 2023:** Submission of FOIA requests for detailed email communications involving Connecticut Community Care and The Supported Living Group.
- **December 1, 2023:** Engaging with DSS FOIA for detailed information pertinent to ABI Waiver Program, highlighting the pursuit of accountability.

Formal Grievances and Complaints (October to December 2023)

- **October 31, 2023:** Grievances about discriminatory practices within the Connecticut Medicaid ABI Waiver Program, addressing issues of transparency and bias.
- **November 13, 2023:** Filing a grievance concerning non-receipt of service and intervention plans, focusing on the operational and financial implications.
- **November 15, 2023:** Complaint about the concealment of the Medicaid ABI Waiver Program Directory of Providers, indicating challenges to information access.
- **November 16, 2023:** Complaints about unauthorized services and unethical practices, including potential kickback schemes, highlighting concerns over program integrity and ethical standards.

To provide a more detailed expert timeline, incorporating legal and advocacy perspectives, especially in the realm of disability support services and Medicaid programs, I'll delve into the key events involving ABI Resources:

2019

- **October 21, 2019:** ABI Resources responds to inaccuracies in a DSS letter. This communication detailed the services provided by ABI Resources and clarified interactions with a client's father, showcasing their dedication to transparency and accurate representation in service delivery.

2021

- **October 18, 2021:** Email dialogue with Kathleen Hazelton at Connecticut Community Care, discussing concerns about service provision. This indicates ABI Resources' proactive engagement in resolving misunderstandings and maintaining service quality.
- **October 25, 2021:** Continued communication with Jennifer Cavallaro at DSS for updates on ABI Waiver Program Consumer Service Concern. This represents ABI Resources' persistent efforts to obtain resolutions and uphold service standards.

2022

- **July 25, 2022:** Connecticut Community Care manager orders the immediate removal of ABI Resources from a Medicaid ABI Waiver Program consumer in Willington. This action raises significant compliance and ethical concerns, prompting a need for immediate inquiry.
- **August 1, 2022:** ABI Resources sends a formal request for an internal investigation to Connecticut Community Care Inc., addressing the abrupt service removal. This step reflects their commitment to addressing potential regulatory conflicts and advocating for ethical, person-centered care.
- **November 7, 2022:** Submission of a FOIA request to Connecticut DSS regarding potential discriminatory practices in the ABI Waiver program. This move underscores ABI Resources' dedication to uncovering and addressing issues of fairness and transparency in Medicaid programs.
- **November 14, 2022:** Request to Connecticut's CHRO for an official discrimination complaint form. This action demonstrates their willingness to pursue legal avenues for addressing potential injustices.
- **November 28, 2022:** Reporting of possible Medicaid fraud, indicating ABI Resources' vigilance and commitment to ethical practices in Medicaid programs.

2023

- **March 10, 2023:** Requests for verification of information on provider registries. This initiative highlights ABI Resources' meticulous attention to detail and commitment to accurate service provision.
- **April 23, 2023:** Communication regarding compliance and consumer safety. This reflects ABI Resources' proactive stance in ensuring that operations within the ABI program adhere to defined scopes and regulations.
- **May 23, 2023:** Addressing potential unfair practices and solicitation of ABI Waiver consumers by CCSNCT, further emphasizing their role in advocating for ethical practices and safeguarding consumer choices.
- **July 6, 2023:** Raising concerns about protocol violations by ABI Waiver Behaviorist Nichole Collins, showcasing ABI Resources' commitment to maintaining a high standard of care and client safety.

- **July 26, 2023:** Persistent follow-up on a FOIA request to Connecticut DSS. This continued effort to seek information reflects ABI Resources' dedication to upholding transparency and accountability.
- **September 13, 2023:** Requesting an urgent investigation into ethical concerns with Connecticut Community Care's practices, indicating ABI Resources' proactive measures in addressing potential conflicts and advocating for the principles of ethical person-centered care.

October to December 2023

- **October 23, 2023:** FOIA request concerning Connecticut Community Care's referral practices, focusing on ethical service provision and consumer interest.
- **November 13, 2023:** Request for the Directory of Qualified Providers, aiming to safeguard transparency in provider qualifications and services.
- **November 15-21, 2023:** Series of FOIA requests to Connecticut Government agencies, emphasizing a thorough approach to uncovering program details.
- **November 26, 2023:** Submission of FOIA requests for detailed email communications involving Connecticut Community Care and The Supported Living Group.
- **December 1, 2023:** Receipt of responses from DSS FOIA, emphasizing the need for detailed information pertinent to ABI Waiver Program.

Formal Grievances and Complaints (October to December 2023)

- **October 31, 2023:** Filing grievances about discriminatory practices within the Connecticut Medicaid ABI Waiver Program, addressing issues of transparency and bias.
- **November 13, 2023:** Grievance concerning non-receipt of service and intervention plans from consumer-assigned care management consultants, focusing on operational and financial implications for ABI Resources.
- **November 15, 2023:** Complaint about the concealment of the Medicaid ABI Waiver Program Directory of Providers, highlighting challenges to information access for individuals with ABI and their families.
- **November 16, 2023:** Filing complaints about unauthorized services and unethical practices, including potential kickback schemes within the ABI Waiver Program.

This detailed timeline exemplifies ABI Resources' strategic, legal, and advocacy efforts to ensure transparency, compliance, and ethical standards within the Medicaid ABI Waiver Program. It highlights their commitment to advocating for the rights and needs of ABI consumers and improving the integrity of disability support services.

1. Freedom of Information Act (FOIA) Request (January 2, 2024):

- David Medeiros of ABI Resources submitted a FOIA request to the Center for Medicare and Medicaid Services.

- The request sought email communications involving ABI Resources and/or David Medeiros with specific individuals from the Department of Social Services (DSS) from 2013 to the present.
- This request was linked to a legal case (David Medeiros v. State of CT Department of Social Services, CHRO No. 2410220) and highlighted the need for expedited processing due to its significance in whistleblower retaliation and disability rights advocacy.

2. Interactions with Government Officials:

- Various emails to George Chamberlin, a government official, inquiring about matters concerning ABI Resources, with specific references to issues such as provider listings and communications with Allied.

3. Communications about ABI Waiver Program Consumers (2021):

- Multiple emails to Jennifer Cavallaro at the Department of Social Services requesting updates on service concerns related to the ABI Waiver Program.
- These communications reflect the ongoing engagement and follow-up by ABI Resources to resolve consumer service issues.

4. Concerns about Person-Centered Planning in the Medicaid ABI Waiver Program (November 7, 2018):

- Detailed concerns were raised about the lack of person-centered planning, where families were not provided with options for service providers.
- Emphasis on the importance of person-centered planning and its implications for individuals with disabilities under the Medicaid ABI Waiver Program.
- Issues of potential conflict of interest and ethical concerns in service provision were also highlighted.

5. Response from Kathy Bruni, DSS (November 6, 2018):

- Kathy Bruni responded to concerns raised by David Medeiros, emphasizing the responsibility of care managers to provide informed choices to clients.
- She addressed concerns about ABI Resources' potential involvement in processes outside their purview, particularly in client transitions and service provision.

6. Service Provision Issues with Kathleen Hazelton and Client FB Case (2021):

- Correspondence with Kathleen Hazelton, a specialized care manager, regarding service provision to a client named FB.
- These emails illustrate a dispute or misunderstanding regarding the provision of notice and services to the client, with efforts made by ABI Resources to clarify their position and actions.

In summary, the document primarily revolves around ABI Resources' efforts in advocating for proper service provision, adherence to person-centered planning in the ABI Waiver Program, and its interactions with government officials and care managers to address service concerns and legal matters. The emails reflect a consistent commitment to disability rights advocacy and addressing challenges within the context of Medicaid and disability support services.

1. **Freedom of Information Act (FOIA) Request (January 2, 2024):**

- **Purpose:** Request for email communications from 2013 to present involving ABI Resources/David Medeiros and various individuals connected to the Department of Social Services (DSS).
- **Relevance:** Linked to a legal case (David Medeiros v. State of CT Department of Social Services) highlighting whistleblower retaliation and disability rights advocacy.
- **Details:** The request demands expedited processing and ADA-compliant records.

2. **Communications with Government Officials (2018-2020):**

- **Interactions with George Chamberlin:** Discussions about Allied, ABI Resources' listing on the provider list, and provider directory issues.
- **Nature of Correspondence:** Inquiry and clarification requests about operational and administrative matters.

3. **ABI Waiver Program Consumer Service Concerns (2021):**

- **Correspondence with Jennifer Cavallaro (DSS):** Requests for status updates on service concerns related to the ABI Waiver Program.
- **Context:** Reflects proactive engagement in resolving consumer service issues.

4. **Concerns About Person-Centered Planning (November 7, 2018):**

- **Content:** Addresses lack of person-centered planning in the Medicaid ABI Waiver Program.
- **Specific Issues:** Families not given service provider options, conflicts of interest, ethical dilemmas, and concerns about care managers' roles.

5. **Response from Kathy Bruni, DSS (November 6, 2018):**

- **Response to Concerns:** Kathy Bruni addresses the role of care managers in providing client choices and expresses concerns about ABI Resources' involvement in the client transition process.

6. **Service Provision and Communication Issues (2021):**

- **Dispute with Kathleen Hazelton:** Concerns over service provision to a client named FB, with issues surrounding the provision of notice and miscommunications.

- **ABI Resources' Position:** Attempts to clarify misunderstandings and assert correct procedures followed.

Overall, these documents reflect ABI Resources' active involvement in advocating for disability support services, highlighting challenges and addressing issues related to service provision, legal matters, and the implementation of person-centered planning in the ABI Waiver Program. The emails demonstrate a consistent commitment to addressing these concerns within the context of Medicaid and disability support services, underscoring the organization's role as an advocate and service provider in this domain.

1. **January 2, 2024:**

- Submission of a Freedom of Information Act (FOIA) request by David Medeiros, founder and owner of ABI Resources, for email communications from 2013 to the present date involving various individuals associated with the Department of Social Services (DSS).

2. **February 20, 2019:**

- Email communication from ABI Resources to George Chamberlin regarding the status of Allied.

3. **June 2, 2020:**

- Email from ABI Resources to George Chamberlin concerning ABI Resources' listing on the provider list and portal.

4. **September 18, 2018:**

- Email regarding a request to George Chamberlin about a follow-up with Allied.

5. **November 7, 2018:**

- Email from ABI Resources to Kathy Bruni and other DSS officials discussing concerns about person-centered planning in the Medicaid ABI Waiver Program.

6. **October 18, 2021:**

- Email exchange between David Medeiros of ABI Resources and Kathleen Hazelton concerning service provision issues related to a client named FB.

7. **November 9, 2021:**

- Email from David Medeiros to Jennifer Cavallaro at the Department of Social Services requesting a status update on a service concern related to the ABI Waiver Program.

These dates highlight the timeline of communications and actions taken by ABI Resources and David Medeiros in relation to the Medicaid Acquired Brain Injury (ABI) Waiver Program, legal matters, and interactions with government officials.

1. **January 2, 2024 - FOIA Request:**

- David Medeiros filed a FOIA request for all email communications from 2013 to 2024 involving ABI Resources/David Medeiros and several individuals from the Department of Social Services. This request was in connection with the legal case "David Medeiros v. State of CT Department of Social Services," emphasizing the need for expedited processing due to its critical role in ongoing legal proceedings.

2. February 20, 2019 - Communication with George Chamberlin:

- An email from ABI Resources to George Chamberlin inquiring about the status of a matter involving Allied. This shows ABI Resources' efforts to follow up on operational issues relevant to their services.

3. June 2, 2020 - Provider Listing Issue:

- An email to George Chamberlin from ABI Resources, including links to two videos, illustrating that ABI Resources was not listed on the provider list and portal, contradicting information provided by ACR.

4. September 18, 2018 - Follow-up on Allied Request:

- A follow-up email to George Chamberlin concerning a previous conversation about contacting Allied and awaiting feedback on the matter.

5. November 7, 2018 - Person-Centered Planning Concerns:

- An email from ABI Resources expressing concerns about the lack of person-centered planning in the Medicaid ABI Waiver Program. It highlighted a case where a family was not given options for service providers and was directed to a specific provider without being informed about alternatives.

6. October 18, 2021 - Service Provision Issues:

- Correspondence with Kathleen Hazelton regarding misunderstandings about the service provision for a client named FB. The email from ABI Resources contested the accuracy of previous communications and clarified their stance on the matter.

7. November 9, 2021 - Service Concern Update Request:

- David Medeiros emailed Jennifer Cavallaro at the Department of Social Services, seeking a status update on a previously raised service concern related to the ABI Waiver Program.



A.B.I. Resources LLC

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Phone: (860) 942-0365

Fax : (860) 465-9591

<https://www.CTbrainINJURY.com>

Date: 01.02.2024

Subject: Freedom of Information Act Request – Expedited Processing Requested

Request for Information under the Freedom of Information Act.

ADA The Americans with Disabilities Act (ADA)

The Whistleblower Protection Act (WPA)

Dear FOIA Officer Appropriate Authority/Agency,

I am writing to submit a formal request under the provisions of the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq. This request pertains to obtaining detailed records and communications involving all Connecticut state employees, care management providers associated with Connecticut Community Care, and other relevant parties in relation to the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program and other state and federally funded programs for the disabled.

Scope of Request:

All Communications and Correspondences: This includes emails, memos, letters, and other forms of communication between state employees and care management providers under the Connecticut Community Care umbrella, with a focus on those relating to the Connecticut Department of Social Services and the Connecticut Commission on Human Rights and Opportunities.

Activities and Involvement Records: Detailed documentation of activities, roles, and involvement of all Connecticut government employees within the Connecticut Medicaid ABI Waiver Program, including but not limited to, my involvement as David Medeiros and my organization, ABI Resources.

Justification and Context:

All legal cases, including lawsuits or administrative proceedings, relating to civil rights violations, disability discrimination, or whistleblower retaliation within these programs.

Complete records detailing roles, and responsibilities within the ABI Waiver Program.

All written communications, including emails and memos, involving related to the program's operations.

Records of meetings, including minutes and notes, with participation, pertinent to the program.

Reports, audits, or evaluations involving the context of the program.

Records of Reports of any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation.

From 2014 to the present day.

All grievances, complaints, whistleblower complaints, critical incidents, and retaliation complaints.

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	Erin Kane	erin.kane@ctcommunitycare.org
	Danielle Gabor	danielle.gabor@ctcommunitycare.org
SUPERVISOR	Ronald Sturm	Ronald.Sturm@ctcommunitycare.org
CARE MANAGER	Doreen Andrew	Doreen.Andrew@ctcommunitycare.org
CARE MANAGER	Luisa DiNino-Jones	Luisa.DiNino-Jones@ctcommunitycare.org
CARE MANAGER	James Hexter	james.hexter@ctcommunitycare.org
CARE MANAGER	Rachael Meade	Rachael.Meade@ctcommunitycare.org
CARE MANAGER	Michael Murphy	Michael.Murphy@ctcommunitycare.org
CARE MANAGER	Trecia Reid	Trecia.Reid@ctcommunitycare.org
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SUPERVISOR	Randell Wilson	Randell.Wilson@ctcommunitycare.org
CARE MANAGER	Sue Carserino	sue.carserino@ctcommunitycare.org

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CARE MANAGER	Margaret Rucker	Margaret.Rucker@ctcommunitycare.org
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COORDINATOR	Jilline Gonzalez	jilline.gonzalez@ctcommunitycare.org
CARE MANAGER	Deleise Gordon	
CARE MANAGER	Elizabeth Kirhoffer	elizabeth.kirhoffer@ctcommunitycare.org
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SUPERVISOR	Dawn Grenier	Dawn.Grenier@ctcommunitycare.org
SUPERVISOR	Randell Wilson	Randell.Wilson@ctcommunitycare.org
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CARE MANAGER	Danielle Lonergan	
CARE MANAGER	Sheri Mitchell	Sheri.Mitchell@ctcommunitycare.org
CARE MANAGER	Lyanne Peffley	Lyanne.Peffley@ctcommunitycare.org
CARE MANAGER	Crystal Ruiz	Crystal.Ruiz@ctcommunitycare.org
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TRANSITION COORDINATOR	Shontai Butler	Shontai.Butler@ctcommunitycare.org

TRANSITION COORDINATOR	Melissa Cole	melissa.cole@ctcommunitycare.org
TRANSITION COORDINATOR	Azara Francis	azara.francis@ctcommunitycare.org
TRANSITION COORDINATOR	Mariadel Gonzalez	Mariadel.Gonzalez@ctcommunitycare.org
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TRANSITION COORDINATOR	Saidah McKinley	
TRANSITION COORDINATOR	Leyda Ortiz	leyda.ortiz@ctcommunitycare.org
TRANSITION COORDINATOR	Jessenia Perez	Jessenia.Perez@ctcommunitycare.org
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TRANSITION COORDINATOR	Keyla Sical	Keyla.Sical@ctcommunitycare.org
TRANSITION COORDINATOR	Alyssa Torres	Alyssa.Torres@ctcommunitycare.org
TRANSITION COORDINATOR	Bria Wilson	bria.wilson@ctcommunitycare.org
HOUSING COORDINATOR	Joseph Ashley	joshua.vaughn@ctcommunitycare.org
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HOUSING COORDINATOR	Joselyn Rosario	Joselyn.Rosario@ctcommunitycare.org
HOUSING COORDINATOR	Belinda Sierra	belinda.sierra@ctcommunitycare.org
HOUSING COORDINATOR	Kejarenee Suggs	Keja.Suggs@ctcommunitycare.org
HOUSING COORDINATOR	Crystal Wise	Crystal.Wise@ctcommunitycare.org

This request seeks access to records pertaining to all grievances, complaints, whistleblower complaints, and retaliation complaints. This includes any legal cases, lawsuits, or administrative proceedings related to civil rights violations, disability discrimination, or whistleblower retaliation within Connecticut's various state-managed programs

The records are critical for understanding the dynamics of interactions within these programs, especially in the context of civil disability rights and whistleblower protections. They are pivotal for informed advocacy and ensuring compliance with legal and ethical standards in these vital areas.

I specifically refer to the case of David Medeiros v. State of CT Department of Social Services (CHRO No. 2410220), in which I am directly involved. This case underlines the urgent need for transparency and accountability within state-managed disability support programs. Given the direct connection of this request to the following

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by: David Medeiros and ABI Resources LLC Date: November 21, 2023 ABI Resources LLC 39 Kings Hwy STE C Gales Ferry, CT. 06226 860 942-0365
- 12.23.2023 Letter - Governor Ned Lamont: Addressing Systemic Failure in ADA Compliance and Disability Discrimination in Connecticut – A Call to Action Against Whistleblower Retaliation and the Failure of CT DSS and CHRO to Uphold Disability Rights.

Given my personal circumstances as a brain injury and stroke survivor, timely access to these records is not just a legal right but a necessity. The nature of my disabilities sometimes imposes barriers to effective self-advocacy and communication. Prompt access to these records is crucial for my ability to manage and respond to the challenges posed by my disabilities.

Under the FOIA, there is a provision for expedited processing when the requester demonstrates a compelling need. While there may not be an immediate physical threat in my case, the lack of timely information significantly impairs my rights and advocacy efforts, essential for my wellbeing and that of others relying on my support and expertise.

Therefore, I request that my FOIA application be processed on an expedited basis, recognizing these factors. Your prompt attention to this request would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

Should any part of my request be denied, I ask for a justification for all deletions by reference to specific exemptions of the Act and expect the release of all segregable portions of otherwise exempt material. I reserve the right to appeal any decision to withhold information or deny a waiver of fees.

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections pertaining to these state-managed programs.

- Acquired Brain Injury (ABI) Program
- Alzheimer's Respite Care Program
- Autism Spectrum Disorder - ASD
- Birth to Three
- Board of Education and Services for the Blind
- Care4Kids
- Certified Community Behavioral Health Clinics
- Child Support
- CHOICES - CT's State Health Insurance Assistance Program for Medicare Beneficiaries
- Commodity Supplemental Food Program
- Community First Choice
- Community Options
- Connect-Ability
- Connecticut AIDS Drug Assistance Program (CADAP)
- Connecticut Behavioral Health Partnership - CTBHP
- Connecticut Energy Assistance Program
- Connecticut Home Care Program For Elders
- Connecticut Housing Engagement and Support Services (CHESS) Initiative
- Connecticut Integrated Care for Kids
- Connecticut Supplemental Nutrition Assistance Program Education (SNAP-Ed)
- CT Medicaid Enterprise Technology System (CT METS)
- Deaf and Hard of Hearing Services
- Department of Rehabilitation Services
- Disability Services
- Durable Medical Equipment

- Economic Security - Financial Assistance
- Elderly Simplified Application Project (ESAP)
- Electronic Visit Verification
- Fatherhood Initiative of CT
- Grandparents As Parents
- Housing Options for Seniors
- Human Services Infrastructure
- HUSKY (Medicaid) Coverage for Breast and Cervical Cancer
- HUSKY Health (Medicaid & Children's Health Insurance Program)
- Jobs First
- Long-Term Services and Supports - LTSS
- Med-Connect (Medicaid for Employees with Disabilities)
- Medicaid Nursing Home Reimbursement
- Medicare Savings Program
- Money Follows the Person
- National Family Caregiver Support Program
- Non-Emergency Medical Transportation (NEMT)
- Nutrition Assistance Programs
- PCA CERTIFICATION TEST
- PCMH+ Member Information
- Refugee Assistance Program
- School Based Child Health (SBCH)
- Self Direction Personal Protection Equipment Request Form Submission
- Social Work Services
- State Supplement for the Aged, Blind and Disabled
- Supplemental Nutrition Assistance Program - SNAP
- Temporary Family Assistance - TFA
- The Personal Care Attendant Program
- Welfare to Work (Department of Labor)

- Women Infants and Children – WIC

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections.

Documentation from Federal and State Department Executives and Associated staff:

- Connecticut Department of Social Services Commissioner Andrea Barton Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
- U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
- Connecticut Governor Ned Lamont
- Lieutenant Governor Susan Bysiewicz
- Secretary of State Denise Merrill
- Attorney General William Tong
- State Treasurer Shawn Wooden
- State Comptroller Kevin Lembo
- State Auditors John Geragosian and Rob Kane
- U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
- Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
- U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A. Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
- Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
- The Department of Labor DOL
- Government Accountability Office GAO
- Connecticut General Assembly CGA

Connecticut State Senate

- John Fonfara - District 1, Democratic

- Douglas McCrory - District 2, Democratic
- Saud Anwar - District 3, Democratic
- MD Rahman - District 4, Democratic
- Derek Slap - District 5, Democratic
- Rick Lopes - District 6, Democratic
- John Kissel - District 7, Republican
- Lisa Seminara - District 8, Republican
- Matthew L. Lesser - District 9, Democratic
- Gary Winfield - District 10, Democratic
- Martin Looney - District 11, Democratic
- Christine Cohen - District 12, Democratic
- Jan Hochadel - District 13, Democratic
- James Maroney - District 14, Democratic
- Joan Hartley - District 15, Democratic
- Robert C. Sampson - District 16, Republican
- Jorge Cabrera - District 17, Democratic
- Heather Somers - District 18, Republican
- Catherine Osten - District 19, Democratic
- Martha Marx - District 20, Democratic
- Kevin C. Kelly - District 21, Republican
- Marilyn Moore - District 22, Democratic
- Herron Gaston - District 23, Democratic
- Julie Kushner - District 24, Democratic
- Bob Duff - District 25, Democratic
- Ceci Maher - District 26, Democratic
- Patricia Miller - District 27, Democratic
- Tony Hwang - District 28, Republican
- Mae Flexer - District 29, Democratic
- Stephen Harding, Jr. - District 30, Republican

- Henri Martin - District 31, Republican
- Eric Berthel - District 32, Republican
- Norm Needleman - District 33, Democratic
- Paul Cicarella, Jr. - District 34, Republican
- Jeff Gordon - District 35, Republican
- Ryan Fazio - District 36, Republican 【23†source】 .
- Connecticut House of Representatives
- Matthew Ritter - District 1, Democratic
- Raghb Allie-Brennan - District 2, Democratic
- Minnie Gonzalez - District 3, Democratic
- Julio Concepcion - District 4, Democratic
- Maryam Khan - District 5, Democratic
- James B. Sánchez - District 6, Democratic
- Joshua Malik Hall - District 7, Democratic
- Tim Ackert - District 8, Republican
- Jason Rojas - District 9, Democratic
- Henry Genga - District 10, Democratic
- Jeffrey Currey - District 11, Democratic
- Geoff Luxenberg - District 12, Democratic
- Jason Doucette - District 13, Democratic
- Tom Delnicki - District 14, Republican
- Bobby Gibson - District 15, Democratic
- Melissa E. Osborne - District 16, Democratic
- Eleni Kavros DeGraw - District 17, Democratic
- Jillian Gilchrest - District 18, Democratic
- Tammy Exum - District 19, Democratic
- Kate Farrar - District 20, Democratic
- Mike Demicco - District 21, Democratic

- Francis Rexford Cooley - District 22, Republican
- Devin Carney - District 23, Republican
- Manny Sanchez - District 24, Democratic
- Bobby Sanchez - District 25, Democratic
- Peter Tercyak - District 26, Democratic
- Gary Turco - District 27, Democratic
- Amy Morrin Bello - District 28, Democratic
- Kerry Szeps Wood - District 29, Democratic
- Donna Veach - District 30, Republican
- Jill Barry - District 31, Democratic
- Christie Carpino - District 32, Republican
- Brandon Chafee - District 33, Democratic
- Irene Haines - District 34, Republican
- Chris Aniskovich - District 35, Republican
- Christine Palm - District 36, Democratic
- Holly Cheeseman - District 37, Republican
- Kathleen McCarty - District 38, Republican
- Anthony Nolan - District 39, Democratic
- Christine Conley - District 40, Democratic
- Aundré Bumgardner - District 41, Democratic
- Keith Denning - District 42, Democratic
- Greg Howard - District 43, Republican
- Anne Dauphinais - District 44, Republican
- Brian Lanoue - District 45, Republican
- Derell Wilson - District 46, Democratic
- Doug Dubitsky - District 47, Republican
- Mark DeCaprio - District 48, Republican
- Susan Johnson - District 49, Democratic

- Pat Boyd - District 50, Democratic
- Ricky Hayes - District 51, Republican
- Kurt Vail - District 52, Republican
- Tammy Nuccio - District 53, Republican
- Gregory Haddad - District 54, Democratic
- Steve Weir - District 55, Republican
- Kevin Brown - District 56, Democratic
- Jaime Foster - District 57, Democratic
- Tom Arnone - District 58, Democratic
- Carol Hall - District 59, Republican
- Jane Garibay - District 60, Democratic
- Tami Zawistowski - District 61, Republican
- Mark Anderson - District 62, Republican
- Jay Case - District 63, Republican
- Maria Horn - District 64, Democratic
- Michelle Cook - District 65, Democratic
- Karen Reddington-Hughes - District 66, Republican
- William Buckbee - District 67, Republican
- Joe Polletta - District 68, Republican
- Cindy Harrison - District 69, Republican
- Seth Bronko - District 70, Republican
- William Pizzuto - District 71, Republican
- Larry Butler - District 72, Democratic
- Ronald Napoli Jr. - District 73, Democratic
- Michael DiGiovancarlo - District 74, Democratic
- Geraldo Reyes - District 75, Democratic
- John Piscopo - District 76, Republican
- Cara Pavalock-D'Amato - District 77, Republican

- Joe Hoxha - District 78, Republican
- Mary Fortier - District 79, Democratic
- Gale Mastrofrancesco - District 80, Republican
- Christopher Poulos - District 81, Democratic
- Michael Quinn - District 82, Democratic
- Jonathan Fazzino - District 83, Democratic
- Hilda Santiago - District 84, Democratic
- Mary Mushinsky - District 85, Democratic
- Vincent Candelora - District 86, Republican
- Dave Yaccarino Sr. - District 87, Republican
- Joshua Elliott - District 88, Democratic
- Lezlye Zupkus - District 89, Republican
- Craig Fishbein - District 90, Republican
- Michael D'Agostino - District 91, Democratic
- Patricia Dillon - District 92, Democratic
- Toni Walker - District 93, Democratic
- Robyn Porter - District 94, Democratic
- Juan Candelaria - District 95, Democratic
- Roland J. Lemar - District 96, Democratic
- Alphonse Paolillo - District 97, Democratic
- Moira Rader - District 98, Democratic
- Joseph Zullo - District 99, Republican
- Kai Juanna Belton - District 100, Democratic
- John-Michael Parker - District 101, Democratic
- Robin Comey - District 102, Democratic
- Liz Linehan - District 103, Democratic
- Kara Rochelle - District 104, Democratic
- Nicole Klarides-Ditria - District 105, Republican

- Mitch Bolinsky - District 106, Republican
- Marty Foncello - District 107, Republican
- Pat Callahan - District 108, Republican
- Farley Santos - District 109, Democratic
- Bob Godfrey - District 110, Democratic
- Aimee Berger-Girvalo - District 111, Democratic
- Tony Scott - District 112, Republican
- Jason Perillo - District 113, Republican
- Mary Welander - District 114, Democratic
- Vacant - District 115
- Treneé McGee - District 116, Democratic
- Charles Ferraro - District 117, Republican
- Frank Smith - District 118, Democratic
- Kathy Kennedy - District 119, Republican
- Laura Dancho - District 120, Republican
- Joe Gresko - District 121, Democratic
- Ben McGorty - District 122, Republican
- David Rutigliano - District 123, Republican
- Andre Baker - District 124, Democratic
- Tom O'Dea - District 125, Republican
- Fred Gee Jr. - District 126, Democratic
- Marcus Brown - District 127, Democratic
- Christopher Rosario - District 128, Democratic
- Steven Stafstrom - District 129, Democratic
- Antonio Felipe - District 130, Democratic
- David Labriola - District 131, Republican
- Michael Leeper - District 132, Democratic
- Cristin Vahey - District 133, Democratic

- Sarah Keitt - District 134, Democratic
- Anne Hughes - District 135, Democratic
- Jonathan Steinberg - District 136, Democratic
- Kadeem Roberts - District 137, Democratic
- Rachel Chaleski - District 138, Republican
- Kevin Ryan - District 139, Democratic
- Travis Simms - District 140, Democratic
- Tracy Marra - District 141, Republican
- Lucy Dathan - District 142, Democratic
- Dominique Johnson - District 143, Democratic
- Hubert Delany - District 144, Democratic
- Corey Paris - District 145, Democratic
- David Michel - District 146, Democratic
- Matt Blumenthal - District 147, Democratic
- Anabel Figueroa - District 148, Democratic
- Rachel Khanna - District 149, Democratic
- Steve Meskers - District 150, Democratic
- Hector Arzeno - District 151, Democratic

As well as communication with recognized esteemed organizations.

National and International Organizations:

- American Association of People with Disabilities (AAPD)
- The Consortium for Citizens with Disabilities (CCD)
- Disability Rights Education and Defense Fund (DREDF)
- Disabled in Action (DIA)
- Equip for Equality
- National Disability Rights Network (NDRN)

- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

National Whistleblower / Retaliation Advocates

- Government Accountability Project (GAP)
- The Whistleblower Project
- ExposeFacts
- Freedom of the Press Foundation
- National Whistleblower Center
- Project On Government Oversight (POGO)
- Public Employees for Environmental Responsibility (PEER)
- Whistleblower Aid

News Media Outlets and Journalists:

Reporters Committee for Freedom of the Press, The New York Times, The Washington Post The Associated Press (AP), ProPublica, The Wall Street Journal, National Public Radio (NPR) Reuters, CNN, BuzzFeed News, VICE News, Fox News, NBC, MSNBC etc.

Reason for Expedition and Personal Circumstances:

As a survivor of a brain injury and stroke, my condition necessitates prompt access to the requested information. The nature of my disabilities can sometimes impose barriers to effective self-advocacy and communication. Timely access to these records is not just a matter of legal right but also a critical component of my ability to manage and respond to the challenges posed by my disabilities.

The potential delay in receiving this information could significantly impact my ability to effectively advocate for myself and others in similar situations. The information requested is crucial for ensuring that rights are not just upheld but actively protected, particularly in the context of disability support and advocacy.

Under the FOIA, there is provision for expedited processing when the person requesting the information demonstrates a compelling need. According to the FOIA, a compelling need is defined as a situation where failure to obtain the requested records could reasonably be expected to pose an imminent threat

to the life or physical safety of an individual. In my case, while there may not be an immediate physical threat, the lack of timely information significantly impairs my rights and advocacy efforts, which are essential for my wellbeing and that of others who rely on my support and expertise.

Therefore, I kindly request that my FOIA application be processed on an expedited basis, in recognition of these factors. Your prompt attention to this request would be greatly appreciated and would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I will also expect you to release all segregable portions of otherwise exempt material. I reserve the right to appeal your decision to withhold any information.

Communication Accommodations:

Due to my personal circumstances, including living with a brain injury and being a stroke survivor, I find electronic forms of communication are more effective for my full participation and understanding. These methods allow me to better process, comprehend, and reference the details of our interactions. I kindly request that all communications regarding this FOIA request, including any acknowledgments, updates, or responses, be directed to me via email or written correspondence.

Your cooperation in this regard is not only a legal compliance matter but also an acknowledgment of the accommodations necessary for effective communication and information access.

A prompt and detailed response to this request is essential for the transparent and accountable functioning of the Connecticut Medicaid ABI Waiver Program. Your attention to this matter will significantly contribute to ongoing advocacy self advocacy efforts and policy analysis in this critical area of public health and disability support.

Thank you for your prompt attention to this request.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.





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<https://www.CTbrainINJURY.com>

Date: 01.02.2024

Subject: Freedom of Information Act Request – Expedited Processing Requested

Request for Information under the Freedom of Information Act – Jennifer Zakrzewsk's jennifer.zakrzewski@ct.gov

Dear FOIA Officer,

I am submitting this request under the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq., to obtain records pertaining to Jennifer Zakrzewsk's role and activities within the Connecticut Medicaid Acquired Brain Injury Waiver Program, David Medeiros and ABI Resources. This request is made with the utmost seriousness and urgency to obtain comprehensive records concerning Jennifer Zakrzewsk's involvement in the Connecticut Medicaid Acquired Brain Injury Waiver Program, and any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation. I am writing to submit a request under the Connecticut Freedom of Information Act, and Conn. Gen. Stat. § 1-200 et seq. As a brain injury survivor, stroke survivor, and founder of ABI Resources, a company providing disability support services.

Expedited Processing Request:

The nature of this request is critical due to its direct connection with the legal case (David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220) and the Whistleblower Comprehensive Grievance reports concerning the ABI Waiver Program. Given these circumstances, I am requesting expedited processing.

Specific Information Requested:

To gain a thorough understanding of Ms. Zakrzewsk's involvement in the program, I request the following:

All legal cases, including lawsuits or administrative proceedings, relating to civil rights violations, disability discrimination, or whistleblower retaliation within these programs.

Complete records detailing Ms. Zakrzewsk's employment, roles, and responsibilities within the ABI Waiver Program as well as CHRO civil rights.

All written communications, including emails and memos, involving Ms. Zakrzewsk related to the program's operations.

Records of meetings, including minutes and notes, with Ms. Zakrzewsk's participation, pertinent to the program.

Reports, audits, or evaluations involving Ms. Zakrzewsk in the context of the program.

Records of Reports of any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation.

From the first date of employment to the present day.

All grievances, complaints, whistleblower complaints, and retaliation complaints.

This request seeks access to records pertaining to all grievances, complaints, whistleblower complaints, and retaliation complaints. This includes any legal cases, lawsuits, or administrative proceedings related to civil rights violations, disability discrimination, or whistleblower retaliation within Connecticut's various state-managed programs

The records are critical for understanding the dynamics of interactions within these programs, especially in the context of civil disability rights and whistleblower protections. They are pivotal for informed advocacy and ensuring compliance with legal and ethical standards in these vital areas.

I specifically refer to the case of David Medeiros v. State of CT Department of Social Services (CHRO No. 2410220), in which I am directly involved. This case underlines the urgent need for transparency and accountability within state-managed disability support programs. Given the direct connection of this request to the following

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by: David Medeiros and ABI Resources LLC Date: November 21, 2023 ABI Resources LLC 39 Kings Hwy STE C Gales Ferry, CT. 06226 860 942-0365
- 12.23.2023 Letter - Governor Ned Lamont: Addressing Systemic Failure in ADA Compliance and Disability Discrimination in Connecticut – A Call to Action Against Whistleblower Retaliation and the Failure of CT DSS and CHRO to Uphold Disability Rights.

Given my personal circumstances as a brain injury and stroke survivor, timely access to these records is not just a legal right but a necessity. The nature of my disabilities sometimes imposes barriers to effective self-advocacy and communication. Prompt access to these records is crucial for my ability to manage and respond to the challenges posed by my disabilities.

Under the FOIA, there is a provision for expedited processing when the requester demonstrates a compelling need. While there may not be an immediate physical threat in my case, the lack of timely information significantly impairs my rights and advocacy efforts, essential for my wellbeing and that of others relying on my support and expertise.

Therefore, I request that my FOIA application be processed on an expedited basis, recognizing these factors. Your prompt attention to this request would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

Should any part of my request be denied, I ask for a justification for all deletions by reference to specific exemptions of the Act and expect the release of all segregable portions of otherwise exempt material. I reserve the right to appeal any decision to withhold information or deny a waiver of fees.

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections pertaining to these state-managed programs.

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- Connecticut Integrated Care for Kids
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- CT Medicaid Enterprise Technology System (CT METS)
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- Economic Security - Financial Assistance
- Elderly Simplified Application Project (ESAP)
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- Fatherhood Initiative of CT
- Grandparents As Parents
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- HUSKY Health (Medicaid & Children's Health Insurance Program)
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- Welfare to Work (Department of Labor)
- Women Infants and Children – WIC

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- Tom Arnone - District 58, Democratic
- Carol Hall - District 59, Republican
- Jane Garibay - District 60, Democratic
- Tami Zawistowski - District 61, Republican
- Mark Anderson - District 62, Republican

- Jay Case - District 63, Republican
- Maria Horn - District 64, Democratic
- Michelle Cook - District 65, Democratic
- Karen Reddington-Hughes - District 66, Republican
- William Buckbee - District 67, Republican
- Joe Polletta - District 68, Republican
- Cindy Harrison - District 69, Republican
- Seth Bronko - District 70, Republican
- William Pizzuto - District 71, Republican
- Larry Butler - District 72, Democratic
- Ronald Napoli Jr. - District 73, Democratic
- Michael DiGiovancarlo - District 74, Democratic
- Geraldo Reyes - District 75, Democratic
- John Piscopo - District 76, Republican
- Cara Pavalock-D'Amato - District 77, Republican
- Joe Hoxha - District 78, Republican
- Mary Fortier - District 79, Democratic
- Gale Mastrofrancesco - District 80, Republican
- Christopher Poulos - District 81, Democratic
- Michael Quinn - District 82, Democratic
- Jonathan Fazzino - District 83, Democratic
- Hilda Santiago - District 84, Democratic
- Mary Mushinsky - District 85, Democratic
- Vincent Candelora - District 86, Republican
- Dave Yaccarino Sr. - District 87, Republican
- Joshua Elliott - District 88, Democratic
- Lezlye Zupkus - District 89, Republican
- Craig Fishbein - District 90, Republican

- Michael D'Agostino - District 91, Democratic
- Patricia Dillon - District 92, Democratic
- Toni Walker - District 93, Democratic
- Robyn Porter - District 94, Democratic
- Juan Candelaria - District 95, Democratic
- Roland J. Lemar - District 96, Democratic
- Alphonse Paolillo - District 97, Democratic
- Moira Rader - District 98, Democratic
- Joseph Zullo - District 99, Republican
- Kai Juanna Belton - District 100, Democratic
- John-Michael Parker - District 101, Democratic
- Robin Comey - District 102, Democratic
- Liz Linehan - District 103, Democratic
- Kara Rochelle - District 104, Democratic
- Nicole Klarides-Ditria - District 105, Republican
- Mitch Bolinsky - District 106, Republican
- Marty Foncello - District 107, Republican
- Pat Callahan - District 108, Republican
- Farley Santos - District 109, Democratic
- Bob Godfrey - District 110, Democratic
- Aimee Berger-Girvalo - District 111, Democratic
- Tony Scott - District 112, Republican
- Jason Perillo - District 113, Republican
- Mary Welander - District 114, Democratic
- Vacant - District 115
- Treneé McGee - District 116, Democratic
- Charles Ferraro - District 117, Republican
- Frank Smith - District 118, Democratic

- Kathy Kennedy - District 119, Republican
- Laura Dancho - District 120, Republican
- Joe Gresko - District 121, Democratic
- Ben McGorty - District 122, Republican
- David Rutigliano - District 123, Republican
- Andre Baker - District 124, Democratic
- Tom O'Dea - District 125, Republican
- Fred Gee Jr. - District 126, Democratic
- Marcus Brown - District 127, Democratic
- Christopher Rosario - District 128, Democratic
- Steven Stafstrom - District 129, Democratic
- Antonio Felipe - District 130, Democratic
- David Labriola - District 131, Republican
- Jennifer Leeper - District 132, Democratic
- Cristin Vahey - District 133, Democratic
- Sarah Keitt - District 134, Democratic
- Anne Hughes - District 135, Democratic
- Jonathan Steinberg - District 136, Democratic
- Kadeem Roberts - District 137, Democratic
- Rachel Chaleski - District 138, Republican
- Kevin Ryan - District 139, Democratic
- Travis Simms - District 140, Democratic
- Tracy Marra - District 141, Republican
- Lucy Dathan - District 142, Democratic
- Dominique Johnson - District 143, Democratic
- Hubert Delany - District 144, Democratic
- Corey Paris - District 145, Democratic
- David Michel - District 146, Democratic

- Matt Blumenthal - District 147, Democratic
- Anabel Figueroa - District 148, Democratic
- Rachel Khanna - District 149, Democratic
- Steve Meskers - District 150, Democratic
- Hector Arzeno - District 151, Democratic

As well as communication with recognized esteemed organizations.

National and International Organizations:

- American Association of People with Disabilities (AAPD)
- The Consortium for Citizens with Disabilities (CCD)
- Disability Rights Education and Defense Fund (DREDF)
- Disabled in Action (DIA)
- Equip for Equality
- National Disability Rights Network (NDRN)
- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

National Whistleblower / Retaliation Advocates

- Government Accountability Project (GAP)
- The Whistleblower Project
- ExposeFacts
- Freedom of the Press Foundation
- National Whistleblower Center
- Project On Government Oversight (POGO)
- Public Employees for Environmental Responsibility (PEER)

· Whistleblower Aid

News Media Outlets and Journalists:

Reporters Committee for Freedom of the Press, The New York Times, The Washington Post The Associated Press (AP), ProPublica, The Wall Street Journal, National Public Radio (NPR) Reuters, CNN, BuzzFeed News, VICE News, Fox News, NBC, MSNBC etc.

Reason for Expedition and Personal Circumstances:

As a survivor of a brain injury and stroke, my condition necessitates prompt access to the requested information. The nature of my disabilities can sometimes impose barriers to effective self-advocacy and communication. Timely access to these records is not just a matter of legal right but also a critical component of my ability to manage and respond to the challenges posed by my disabilities.

The potential delay in receiving this information could significantly impact my ability to effectively advocate for myself and others in similar situations. The information requested is crucial for ensuring that rights are not just upheld but actively protected, particularly in the context of disability support and advocacy.

Under the FOIA, there is provision for expedited processing when the person requesting the information demonstrates a compelling need. According to the FOIA, a compelling need is defined as a situation where failure to obtain the requested records could reasonably be expected to pose an imminent threat to the life or physical safety of an individual. In my case, while there may not be an immediate physical threat, the lack of timely information significantly impairs my rights and advocacy efforts, which are essential for my wellbeing and that of others who rely on my support and expertise.

Therefore, I kindly request that my FOIA application be processed on an expedited basis, in recognition of these factors. Your prompt attention to this request would be greatly appreciated and would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I will also expect you to release all segregable portions of otherwise exempt material. I reserve the right to appeal your decision to withhold any information.

Communication Accommodations:

Due to my personal circumstances, including living with a brain injury and being a stroke survivor, I find electronic forms of communication are more effective for my full participation and understanding. These methods allow me to better process, comprehend, and reference the details of our interactions. I kindly request that all communications regarding this FOIA request, including any acknowledgments, updates, or responses, be directed to me via email or written correspondence.

Your cooperation in this regard is not only a legal compliance matter but also an acknowledgment of the accommodations necessary for effective communication and information access.

A prompt and detailed response to this request is essential for the transparent and accountable functioning of the Connecticut Medicaid ABI Waiver Program. Your attention to this matter will significantly contribute to ongoing advocacy self advocacy efforts and policy analysis in this critical area of public health and disability support.

Thank you for your prompt attention to this request.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.





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>

Date: 01.02.2024

Subject: Freedom of Information Act Request – Expedited Processing Requested

Request for Information under the Freedom of Information Act – Michael Slitt's
michael.slitt@ct.gov

Dear FOIA Officer,

I am submitting this request under the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq., to obtain records pertaining to Michael Slitt's role and activities within the Connecticut Medicaid Acquired Brain Injury Waiver Program, David Medeiros and ABI Resources. This request is made with the utmost seriousness and urgency to obtain comprehensive records concerning Michael Slitt's involvement in the Connecticut Medicaid Acquired Brain Injury Waiver Program, and any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation. I am writing to submit a request under the Connecticut Freedom of Information Act, and Conn. Gen. Stat. § 1-200 et seq. As a brain injury survivor, stroke survivor, and founder of ABI Resources, a company providing disability support services.

Expedited Processing Request:

The nature of this request is critical due to its direct connection with the legal case (David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220) and the Whistleblower Comprehensive Grievance reports concerning the ABI Waiver Program. Given these circumstances, I am requesting expedited processing.

Specific Information Requested:

To gain a thorough understanding of Mr. Slitt's involvement in the program, I request the following:

All legal cases, including lawsuits or administrative proceedings, relating to civil rights violations, disability discrimination, or whistleblower retaliation within these programs.

Complete records detailing Mr. Slitt's employment, roles, and responsibilities within the ABI Waiver Program as well as CHRO civil rights.

All written communications, including emails and memos, involving Ms. Slitt related to the program's operations.

Records of meetings, including minutes and notes, with Mr. Slitt's participation, pertinent to the program.

Reports, audits, or evaluations involving Mr. Slitt in the context of the program.

Records of Reports of any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation.

From the first date of employment to the present day.

All grievances, complaints, whistleblower complaints, and retaliation complaints.

This request seeks access to records pertaining to all grievances, complaints, whistleblower complaints, and retaliation complaints. This includes any legal cases, lawsuits, or administrative proceedings related to civil rights violations, disability discrimination, or whistleblower retaliation within Connecticut's various state-managed programs

The records are critical for understanding the dynamics of interactions within these programs, especially in the context of civil disability rights and whistleblower protections. They are pivotal for informed advocacy and ensuring compliance with legal and ethical standards in these vital areas.

I specifically refer to the case of David Medeiros v. State of CT Department of Social Services (CHRO No. 2410220), in which I am directly involved. This case underlines the urgent need for transparency and accountability within state-managed disability support programs. Given the direct connection of this request to the following

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Given my personal circumstances as a brain injury and stroke survivor, timely access to these records is not just a legal right but a necessity. The nature of my disabilities sometimes imposes barriers to effective self-advocacy and communication. Prompt access to these records is crucial for my ability to manage and respond to the challenges posed by my disabilities.

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- Kevin Brown - District 56, Democratic
- Jaime Foster - District 57, Democratic
- Tom Arnone - District 58, Democratic
- Carol Hall - District 59, Republican
- Jane Garibay - District 60, Democratic
- Tami Zawistowski - District 61, Republican

- Mark Anderson - District 62, Republican
- Jay Case - District 63, Republican
- Maria Horn - District 64, Democratic
- Michelle Cook - District 65, Democratic
- Karen Reddington-Hughes - District 66, Republican
- William Buckbee - District 67, Republican
- Joe Polletta - District 68, Republican
- Cindy Harrison - District 69, Republican
- Seth Bronko - District 70, Republican
- William Pizzuto - District 71, Republican
- Larry Butler - District 72, Democratic
- Ronald Napoli Jr. - District 73, Democratic
- Michael DiGiovancarlo - District 74, Democratic
- Geraldo Reyes - District 75, Democratic
- John Piscopo - District 76, Republican
- Cara Pavalock-D'Amato - District 77, Republican
- Joe Hoxha - District 78, Republican
- Mary Fortier - District 79, Democratic
- Gale Mastrofrancesco - District 80, Republican
- Christopher Poulos - District 81, Democratic
- Michael Quinn - District 82, Democratic
- Jonathan Fazzino - District 83, Democratic
- Hilda Santiago - District 84, Democratic
- Mary Mushinsky - District 85, Democratic
- Vincent Candelora - District 86, Republican
- Dave Yaccarino Sr. - District 87, Republican
- Joshua Elliott - District 88, Democratic
- Lezlye Zupkus - District 89, Republican

- Craig Fishbein - District 90, Republican
- Michael D'Agostino - District 91, Democratic
- Patricia Dillon - District 92, Democratic
- Toni Walker - District 93, Democratic
- Robyn Porter - District 94, Democratic
- Juan Candelaria - District 95, Democratic
- Roland J. Lemar - District 96, Democratic
- Alphonse Paolillo - District 97, Democratic
- Moira Rader - District 98, Democratic
- Joseph Zullo - District 99, Republican
- Kai Juanna Belton - District 100, Democratic
- John-Michael Parker - District 101, Democratic
- Robin Comey - District 102, Democratic
- Liz Linehan - District 103, Democratic
- Kara Rochelle - District 104, Democratic
- Nicole Klarides-Ditria - District 105, Republican
- Mitch Bolinsky - District 106, Republican
- Marty Foncello - District 107, Republican
- Pat Callahan - District 108, Republican
- Farley Santos - District 109, Democratic
- Bob Godfrey - District 110, Democratic
- Aimee Berger-Girvalo - District 111, Democratic
- Tony Scott - District 112, Republican
- Jason Perillo - District 113, Republican
- Mary Welander - District 114, Democratic
- Vacant - District 115
- Treneé McGee - District 116, Democratic
- Charles Ferraro - District 117, Republican

- Frank Smith - District 118, Democratic
- Kathy Kennedy - District 119, Republican
- Laura Dancho - District 120, Republican
- Joe Gresko - District 121, Democratic
- Ben McGorty - District 122, Republican
- David Rutigliano - District 123, Republican
- Andre Baker - District 124, Democratic
- Tom O'Dea - District 125, Republican
- Fred Gee Jr. - District 126, Democratic
- Marcus Brown - District 127, Democratic
- Christopher Rosario - District 128, Democratic
- Steven Stafstrom - District 129, Democratic
- Antonio Felipe - District 130, Democratic
- David Labriola - District 131, Republican
- Michael Leeper - District 132, Democratic
- Cristin Vahey - District 133, Democratic
- Sarah Keitt - District 134, Democratic
- Anne Hughes - District 135, Democratic
- Jonathan Steinberg - District 136, Democratic
- Kadeem Roberts - District 137, Democratic
- Rachel Chaleski - District 138, Republican
- Kevin Ryan - District 139, Democratic
- Travis Simms - District 140, Democratic
- Tracy Marra - District 141, Republican
- Lucy Dathan - District 142, Democratic
- Dominique Johnson - District 143, Democratic
- Hubert Delany - District 144, Democratic
- Corey Paris - District 145, Democratic

- David Michel - District 146, Democratic
- Matt Blumenthal - District 147, Democratic
- Anabel Figueroa - District 148, Democratic
- Rachel Khanna - District 149, Democratic
- Steve Meskers - District 150, Democratic
- Hector Arzeno - District 151, Democratic

As well as communication with recognized esteemed organizations.

National and International Organizations:

- American Association of People with Disabilities (AAPD)
- The Consortium for Citizens with Disabilities (CCD)
- Disability Rights Education and Defense Fund (DREDF)
- Disabled in Action (DIA)
- Equip for Equality
- National Disability Rights Network (NDRN)
- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

National Whistleblower / Retaliation Advocates

- Government Accountability Project (GAP)
- The Whistleblower Project
- ExposeFacts
- Freedom of the Press Foundation
- National Whistleblower Center
- Project On Government Oversight (POGO)

- Public Employees for Environmental Responsibility (PEER)
- Whistleblower Aid

News Media Outlets and Journalists:

Reporters Committee for Freedom of the Press, The New York Times, The Washington Post The Associated Press (AP), ProPublica, The Wall Street Journal, National Public Radio (NPR) Reuters, CNN, BuzzFeed News, VICE News, Fox News, NBC, MSNBC etc.

Reason for Expedition and Personal Circumstances:

As a survivor of a brain injury and stroke, my condition necessitates prompt access to the requested information. The nature of my disabilities can sometimes impose barriers to effective self-advocacy and communication. Timely access to these records is not just a matter of legal right but also a critical component of my ability to manage and respond to the challenges posed by my disabilities.

The potential delay in receiving this information could significantly impact my ability to effectively advocate for myself and others in similar situations. The information requested is crucial for ensuring that rights are not just upheld but actively protected, particularly in the context of disability support and advocacy.

Under the FOIA, there is provision for expedited processing when the person requesting the information demonstrates a compelling need. According to the FOIA, a compelling need is defined as a situation where failure to obtain the requested records could reasonably be expected to pose an imminent threat to the life or physical safety of an individual. In my case, while there may not be an immediate physical threat, the lack of timely information significantly impairs my rights and advocacy efforts, which are essential for my wellbeing and that of others who rely on my support and expertise.

Therefore, I kindly request that my FOIA application be processed on an expedited basis, in recognition of these factors. Your prompt attention to this request would be greatly appreciated and would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I will also expect you to release all segregable portions of otherwise exempt material. I reserve the right to appeal your decision to withhold any information.

Communication Accommodations:

Due to my personal circumstances, including living with a brain injury and being a stroke survivor, I find electronic forms of communication are more effective for my full participation and understanding. These methods allow me to better process, comprehend, and reference the details of our interactions. I kindly request that all communications regarding this FOIA request, including any acknowledgments, updates, or responses, be directed to me via email or written correspondence.

Your cooperation in this regard is not only a legal compliance matter but also an acknowledgment of the accommodations necessary for effective communication and information access.

A prompt and detailed response to this request is essential for the transparent and accountable functioning of the Connecticut Medicaid ABI Waiver Program. Your attention to this matter will significantly contribute to ongoing advocacy self advocacy efforts and policy analysis in this critical area of public health and disability support.

Thank you for your prompt attention to this request.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.





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>

Date : 01.12.2024

Subject: Notice Regarding Medicaid Administration in Connecticut, FOIA Non-Compliance, ADA Concerns, and Whistleblower Retaliation

I. Introduction: I, David Medeiros, as a brain injury and stroke survivor, founder of ABI Resources, and a dedicated advocate for ethical healthcare administration, am writing to formally address grave concerns regarding the U.S. Department of Health and Human Services (HHS) and its Centers for Medicare & Medicaid Services (CMS) in their administration of the Medicaid program in Connecticut. These concerns are magnified by systemic non-compliance with the Freedom of Information Act (FOIA), violations of the Americans with Disabilities Act (ADA), and personal experiences of whistleblower retaliation.

II. Detailed Legal Framework and Concerns:

ADA Compliance Issues:

- Breaches of the ADA of 1990 (42 U.S.C. § 12101 et seq.) and the ADAAA, which ensure non-discriminatory treatment and equal access for individuals with disabilities, have been observed.

Whistleblower Protection and Retaliation:

I am protected under key statutes, including the Whistleblower Protection Act of 1989 (5 U.S.C. § 2302(b)(8)) and the Sarbanes-Oxley Act of 2002 (18 U.S.C. § 1514A). My experiences suggest a failure to uphold these protections, warranting immediate investigation and rectification.

Violations of Medicaid Regulations:

Significant deviations from Title XIX of the Social Security Act (42 U.S.C. §§ 1396 - 1396w-5) and Federal Medicaid Regulations (42 CFR Parts 430 to 456), raising concerns about compliance with federal-state cooperative principles, funding regulations, and service delivery standards.

Potential APA Violations:

Possible violations of the Administrative Procedure Act (5 U.S.C. § 706) due to CMS's arbitrary and capricious actions in overseeing Connecticut's Medicaid program.

False Claims Act and HIPAA Compliance Concerns:

Potential issues under the False Claims Act (31 U.S.C. §§ 3729 - 3733) regarding the management of federal Medicaid funds and concerns about non-compliance with HIPAA (Public Law 104-191).

FFP Regulations Non-Adherence:

Apparent non-adherence to 42 CFR Part 433, which governs the oversight of federal funding and matching funds for Medicaid.

III. In-Depth Analysis of FOIA and ADA Non-Compliance:**Systematic FOIA Non-Compliance:**

My FOIA requests, crucial for ensuring transparency and accountability in Medicaid administration, have been met with persistent delays and a disconcerting lack of responsiveness. This systematic non-compliance is a direct violation of 5 U.S.C. § 552. Such delays not only hinder my ability to engage in informed advocacy but also erode public trust in the administration of justice and government transparency.

The need for expedited processing of these requests is not only a legal requirement as outlined in 5 U.S.C. § 552(a)(6)(E) but also a moral imperative. The information contained within these requests is pivotal for public understanding and oversight of government operations, especially concerning the administration of critical healthcare services.

Failure to Accommodate under the ADA:

The lack of adequate ADA accommodations, particularly in the context of communication and information dissemination, constitutes a significant barrier to my effective participation in advocacy. As a person with disabilities, the failure to provide these accommodations is not only a breach of the ADA (42 U.S.C. § 12101 et seq.) but also a denial of my basic rights to access information and participate in public life.

This failure has materially impaired my ability to represent not only my interests but also those of the wider community of individuals with similar disabilities. The provision of adequate accommodations is a legal obligation under the ADA, essential for ensuring that individuals with disabilities can effectively advocate for their rights and engage in meaningful dialogue with government entities.

IV. Demands for Immediate Action:

Comprehensive Review of Medicaid Administration:

I demand an immediate and exhaustive review of CMS's oversight of Connecticut's Medicaid program. This review must not only ensure strict adherence to federal laws and regulations governing Medicaid but also rigorously assess compliance with ADA requirements and whistleblower protections. Given the potential impact on vulnerable populations, this review must be conducted with the utmost urgency and thoroughness. The aim is to identify and rectify any deviations from legal standards that compromise the integrity and effectiveness of Medicaid services.

Ensuring Compliance with FOIA and ADA:

The prompt processing of all pending, closed FOIA requests is an uncompromisable requirement.

This is not a mere procedural necessity but a fundamental aspect of ensuring transparency and accountability in the administration of public health. Each day of delay in processing these requests represents a continued breach of public trust and legal duty.

In parallel, the establishment of necessary ADA accommodations is of equal urgency. These accommodations are critical for ensuring that I, and others in similar circumstances, can effectively communicate, access vital information, and participate fully in advocacy and policy discussions. The current inadequacies in ADA accommodations are not only a violation of legal mandates but also a barrier to meaningful participation in matters of public health and policy. Immediate action to rectify these inadequacies is non-negotiable.

V. Conclusion: The issues raised in this letter are not only of grave concern but also of immediate and pressing urgency. The effective administration of Medicaid in Connecticut is more than a bureaucratic exercise; it is a matter of life and well-being for millions of individuals who rely on this critical healthcare service. My insistence on strict adherence to legal and ethical standards is driven by the necessity to protect the most vulnerable and uphold the integrity of our healthcare system. I expect a prompt and substantial response to these concerns and am fully prepared to escalate my efforts to ensure compliance and rectification of these critical issues.

VI. Legal Recourse and Future Steps: Given the severity and potential impact of the issues outlined, I want to clearly state that my commitment to seeking justice and ensuring accountability is unwavering. Should my concerns not be satisfactorily addressed, I am fully prepared to pursue all available legal avenues. This includes, but is not limited to, seeking judicial review and initiating legal actions under the Administrative Procedure Act (APA), the False Claims Act, and other pertinent statutes to address any violations committed by CMS. My resolve to take these steps is firm, as it is imperative that those responsible for overseeing public healthcare services are held to the

highest standards of legal and ethical conduct.

VII. I Am Aware of My Rights:

It is important for me to express that I am thoroughly aware of my rights. This includes the legal bases for litigation under federal laws such as the Administrative Procedure Act (APA), the Americans with Disabilities Act (ADA), and the False Claims Act. My actions include the pursuit of required administrative remedies and understanding the necessity of adhering to statutes of limitations. While I have consulted with legal counsel to ensure compliance with all procedural requirements, particularly under the Federal Tort Claims Act (FTCA), my focus is on equality, transparency, accommodative solution systems, public awareness, and preparedness rather than the immediate pursuit of litigation. This stance reflects my commitment to a strategic and informed approach to addressing these critical issues in the pursuit of the greatest good.

FCMS/ES	010920247054	1/9/2024	1/9/2024	Medeiros, David	
	New SWIFT Document 010920247054				Closed OPOLE
FCMS/ES	010920247033	1/9/2024	1/9/2024	Medeiros, David	
	Communication between CT State employees and care management providers				
	Response Pending	REG 01			
FCMS/ES	010820247061	1/8/2024	1/8/2024	Medeiros, David	
	Whistleblower, Retaliation, etc. information				
	Response Pending OEOCR				
FCMS/ES	011020247058	1/6/2024	1/6/2024	Medeiros, David	
	OCR Complaint - Reference Number: 01-24-551819				Closed
FCMS/ES	010620247001	1/6/2024	1/6/2024	Medeiros, David	

OCR Reference Number: 01-24-551819

Response Pending OEOCR

FCMS/ES	010820247065	1/3/2024	1/3/2024	Medeiros, David
Michael Slitt's role and activities within the Connecticut Medicaid Acquired Brain Injury Waiver Program				
Closed				
FCMS/ES	010920247077	1/3/2024	1/3/2024	Medeiros, David
Binder Comprehensive FOIA Request for Records on Disability Rights and Whistleblower Protections New				
FCMS/ES	010320247010	1/3/2024	1/3/2024	Medeiros, David
CT -- Michael Slitt's involvement in the Connecticut Medicaid Acquired Brain Injury Waiver Program				
Response Review REG 01				
FCMS/ES	010320247031	1/3/2024	1/3/2024	Medeiros, David
Medicaid Acquired Brain Injury (CT)				
Response Pending REG 01				
FCMS/ES	010920247074	1/3/2024	1/3/2024	Medeiros, David
Records on Matthew S. Antonetti's Government Interactions Regarding David Medeiros, ABI Resources, and Medicaid ABI Waiver Program				
Response Review REG 01				
FCMS/ES	010220247012	1/2/2024	1/2/2024	Medeiros, David
CT -- State of CT, Department of Social Services, CHRO No. 2410220				
Response Review CMCS				
FCMS/ES	122620237029	12/26/2023	12/26/2023	Medeiros, David
Correspondence from State of CT				
Response Review REG 01				

FCMS/ES	122320237001	12/23/2023	12/23/2023	Medeiros, David	
	Connecticut - Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program				Closed
FCMS/ES	122320237002	12/23/2023	12/23/2023	Medeiros, David	
	CT -- Connecticut Medicaid ABI Waiver Program				Closed
FCMS/ES	122120237092	12/21/2023	12/21/2023	Medeiros, David	
	ABI Resources New				
FCMS/ES	122120237090	12/21/2023	12/21/2023	Medeiros, David	
	CT -- Associated Connecticut Matters				
	Response Review REG 01				
FCMS/ES	010220247006	12/21/2023	12/21/2023	MEDEIROS, David	
	Re: 12.18.2023 FOIA Request detailed records related to the stop of companion				
	authorizations with...				
	Response Review CMCS				
FCMS/ES	121820237006	12/18/2023	12/18/2023	Medeiros, David	
	New SWIFT Document 121820237006				Closed OPOLE
FCMS/ES	121220237012	12/12/2023	12/12/2023	Medeiros, David	
	Request for information on Dr. Nichole Collins (CT)				
	Response Pending CMCS				
FCMS/ES	121220237017	12/12/2023	12/12/2023	Medeiros, David	
	Request information on Dr. Michelle Brisma (CT)				Closed CMCS
FCMS/ES	121320237012	12/11/2023	12/11/2023	MEDEIROS, David	
	12.11.2023 CMS HHS FOIA Freedom of Information Request. CMS and HHS				
	records and documents that pe...				
	Response Review CMCS				

FCMS/ES	111920237001	11/19/2023	11/19/2023	MEDEIROS, David	
				Medicaid Acquired Brain Injury (ABI) Waiver Programs 1 and 2	Closed CMCS
FCMS/ES	111920237002	11/19/2023	11/19/2023	MEDEIROS, David	
				Cognitive Behavioral Services Behavior Analysts in Medicaid ABI Waiver	
				Response Pending CMCS	
FCMS/ES	111920237003	11/19/2023	11/19/2023	MEDEIROS, David	
				Care Management Consultation Services in Medicaid ABI Waiver	
				Response Review CMCS	
FCMS/ES	111920237004	11/19/2023	11/19/2023	MEDEIROS, David	
				Acquired Brain Injury (ABI) Waiver Program	
				Response Review CMCS	
FCMS/ES	111920237005	11/19/2023	11/19/2023	MEDEIROS, David	
				Connecticut Department of Social Services Office of Legal Affairs, Regulations, and	
				Administrative Hearings	
				Response Review CMCS	
FCMS/ES	111920237006	11/19/2023	11/19/2023	MEDEIROS, David	
				Medicaid Acquired Brain Injury (ABI) Waiver Programs	
				Response Review CMCS	
FCMS/ES	103020237004	10/30/2023	10/30/2023	MEDEIROS, David	
				Medicaid Acquired Brain Injury (ABI) Waiver Programs,	Closed CMCS
FCMS/ES	102320237021	10/23/2023	10/23/2023	MEDEIROS, David	
				New SWIFT Document 102320237021	Closed
FCMS/ES	102320237015	10/23/2023	10/23/2023	MEDEIROS, David	
				CMS Acquired Brain Injury (ABI) Waiver Program and Consumer Compensation	

Response Review CMCS

FCMS/ES	101720237011	10/17/2023	10/17/2023	MEDEIROS, David	ABI Waiver programs	Closed CMCS
FCMS/ES	101720237013	10/17/2023	10/17/2023	MEDEIROS, David	Goodwill through the Medicaid Connecticut ABI Waiver programs	Closed
FCMS/ES	101720237008	10/17/2023	10/17/2023	MEDEIROS, David	The Supported Living Group through the Medicaid Connecticut ABI Waiver programs	Closed CMCS
FCMS/ES	101720237010	10/17/2023	10/17/2023	MEDEIROS, David	Goodwill through the Medicaid Connecticut ABI Waiver programs	Closed CMCS
FCMS/ES	101720237012	10/17/2023	10/17/2023	MEDEIROS, David	Project Genesis through the Medicaid Connecticut ABI Waiver programs Response Review CMCS	
FCMS/ES	092920237066	9/29/2023	9/29/2023	Medeiros, David	Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program, Records Review CMCS	
FCMS/ES	092620237001	9/26/2023	9/26/2023	MEDEIROS, DAVID	Federal Medicaid ABI Waiver Program & Money	Closed
FCMS/ES	092020237008	9/20/2023	9/20/2023	Medeiros, David	"The Supported Living Group"	Closed OPOLE
FCMS/ES	082420237010	8/24/2023	8/24/2023	Medeiros, David	Connecticut Medicaid Programs	Closed REG 01
FCMS/ES	082420237012	8/24/2023	8/24/2023	MEDEIROS, DAVID		

Connecticut Medicaid ABI (Acquired Brain Injury) Waiver Program over the past five years

Response Review CMCS

FCMS/ES	070520237049	7/5/2023	7/5/2023	MEDEIROS, DAVID	Name and title of the current Commissioner of the Connecticut Department of Social Services	Closed
FCMS/ES	070520237047	7/5/2023	7/5/2023	MEDEIROS, DAVID	Connecticut Medicaid ABI Waiver Program Protocols	Closed CMCS
FCMS/ES	060520237010	6/5/2023	6/5/2023	MEDEIROS, DAVID	position titles of all employees within the Connecticut Department of Social Services (DSS) and COU Community Options Unit	Closed CMCS
FCMS/ES	060120237056	6/1/2023	6/1/2023	MEDEIROS, DAVID	Connecticut Community Care (CCC) and the Connecticut Department of Social Services (DSS), as well as the Community Options Unit (COU), pertaining to ABI Resources LLC.	Closed CMCS
FCMS/ES	051520237013	5/15/2023	5/15/2023	MEDEIROS, DAVID	ABI Waivers	Closed
FCMS/ES	050320237021	5/3/2023	5/3/2023	MEDEIROS, DAVID	Connecticut Acquired Brain Injury (ABI) Waiver I Program	Closed CMCS
FCMS/ES	042720237060	4/27/2023	4/27/2023	MEDEIROS, DAVID	ABI Waiver Programs	Closed CMCS
FCMS/ES	040420237036	4/4/2023	4/4/2023	MEDEIROS, DAVID	Connecticut Community Care (CCC) referral system	Closed OPOLE
FCMS/ES	040420237037	4/4/2023	4/4/2023	MEDEIROS, DAVID		

Money Follows the Person (MFP) (CT)

Response Pending CMCS

FCMS/ES **032820237017** 3/28/2023 3/28/2023 Medeiros, David
Connecticut's Medicaid ABI Waiver and Money Following the Person Program
Closed CMCS

FCMS/ES **111520227061** 11/15/2022 11/15/2022 MEDEIROS, DAVID
The Supported Living Group LLC
Closed CMCS

As we navigate these challenging times and confront the issues at hand, I am reminded of the greater purpose that unites us all - the pursuit of the greatest good. This endeavor transcends individual interests and speaks to the core values that bind us as a community committed to fairness, justice, and the well-being of every individual.

In this spirit, I reach out not just as an individual advocating for personal rights, but as a member of a larger community seeking to uphold the principles of equality, transparency, and ethical governance. I believe that through mutual understanding, respect, and collaboration, we can overcome the challenges before us.

This journey is not just about rectifying the wrongs experienced by one, but about inspiring positive change that benefits all. It is about building a more inclusive, just, and compassionate society where every voice is heard, every right is respected, and every individual is valued.

Would you please recognize that our collective efforts have the power to create a more equitable and just world. Together, we stand strong in our commitment to fairness and the greater good, ready to face the challenges ahead with faith, determination and solidarity.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid ABI Waiver Program Support Provider.



FOIA Requests

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

Thu 1/18/2024 3:45 PM

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

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

Mr. Medeiros:

Please consider this communication as an attempt by the Department to explain the status of your pending FOIA requests. Since September 26, 2023, you have filed 55 FOIA requests. Many of the requests contain multiple items, bringing the total number of requests to an even larger number than the 55 referenced above.

You have been advised that your first two requests alone would take multiple years for the Department to fulfill. Nevertheless, you have continued to file, on a consistent basis, new requests. You have also begun to include a blanket request that your requests be conducted with "expedited processing." For example, on January 3, 2024, you sent 45 separate emails to the Department's FOIA inbox, consisting of 2 new comprehensive requests, as well as 43 separate emails asking that the Department expedite the processing of each of your existing requests, and some requests which have already been completed. However, for those requests that have been completed, you not only sent an "appeal" email for the information provided to you, but also sent an additional email for expedited processing of the request.

As of today, the Department has been able to fulfill 18 of your requests. While the Department has been able to complete or close a number of your requests so far, it simply cannot process all of your requests at the same time, let alone with "expedited processing," without significantly interfering with the agency's operations. Most of your requests require the Department to engage in a comprehensive process of identifying potential document custodians, formulating search terms, engaging the Department of Administrative Services Bureau of Information Technology Solutions to run a search for the terms, reviewing (based on your exceptionally broad requests) thousands of documents, and preparing the responsive documents for production. Before any documents can be provided to you, each page must be reviewed, not only for responsiveness, but also for any FOIA exemptions, including, but not limited to, attorney-client privilege, protected health information, and protected personnel records.

Accordingly, the Department is requesting that you provide, no later than one week of today, a list that identifies the order in which you would like the Department to respond to each of your requests. This also applies to each subsequent FOIA request that you file. In the absence of such a list, the Department will address the responses in the order that they were received. As you are aware, complying with your current requests will take, at minimum, numerous years. For this reason, the Department asks that you review each of your requests to consider whether they can be narrowed in scope or duration, or, perhaps, withdrawn entirely. The Department believes it has made good faith attempts to communicate with you in an attempt to clarify or narrow many of your requests, and will continue to do so. The Department notes, however, that in some cases, you have either failed to agree to narrow your requests, or failed to respond entirely.

Thank you for your anticipated cooperation in identifying ways to narrow or minimize your outstanding requests.

FOIA Officer

Department of Social Services





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>

Date: 01.19.2024

Department of Social Services - Central Office
55 Farmington Ave,
Hartford, CT 06105

Response to:

Department of Social Services
Subject: FOIA Requests
01/18/2024 at 3:45 pm. **VIA EMAIL**

Dear CT DSS FOIA Officer Sir/Madam,

I. Introduction

I am writing to you in my capacity as the founder of ABI Resources and as a committed advocate for ethical healthcare administration, especially for individuals with disabilities. As a brain injury and stroke survivor, my experiences have endowed me with a unique perspective on the necessity of transparent and accessible government processes. I, David, believe it may be beneficial for both myself and the Connecticut Department of Social Services (DSS) to engage in a constructive dialogue to prioritize my FOIA requests and discuss feasible accommodations under the ADA. This collaborative approach could lead to a more effective and timely resolution of the issues raised,

ensuring that both the letter and spirit of the FOIA and ADA are upheld. Such a dialogue would not only address my individual concerns but also potentially improve the DSS's processes for handling similar requests in the future.

II. Detailed Legal Framework and Concerns

A. Legal and Advocacy Considerations:

While I understand the operational challenges the department might face, particularly with what has been reported to be limited dedicated staff to handling DSS FOIA requests, it is imperative that such constraints do not impede citizens' rights under FOIA. The nature of my requests for information from CT DSS for basic electronic records is that the department already possesses these records and is equipped to handle electronic records as mandated by FOIA laws.

The situation reported at the CT DSS FOIA office raises concerns about potential hindrances to citizens' rights in obtaining information. This issue affects not only the timeliness but also potentially the quality of the responses to FOIA requests. As a citizen, it is my right to expect that requests, particularly those involving electronic records, are processed efficiently and in line with FOIA guidelines.

Therefore, it is crucial that the FOIA process is adhered to both in spirit and letter, ensuring that citizens' rights to information are not compromised due to administrative challenges. I urge the department to review its current resource allocation for handling FOIA requests to improve efficiency and compliance with the law.

B. Accommodation request for FOIA Report Numbers and Complete Reports

As a brain injury survivor, I may face certain challenges in accessing and comprehending information, and I again kindly request your accommodation in this matter. To ensure better organization and tracking of the requested information, I am seeking the following basic accommodations:

1. For better organization and tracking, I kindly request the specific accommodation FOIA report numbers and the DSS FOIA complete text response of each report pertaining to my request. Would the department please provide each complete FOIA request submitted along with the FOIA request report case number and any questions it may have? This would provide essential clarity and assist in accommodating and maintaining an accurate record of the proceedings.

C. ADA Compliance Issues

As a person with disabilities, I am particularly concerned about the accessibility and responsiveness of CT DSS to my requests. The lack of basic accommodations in processing these requests is not only a breach of the ADA but also impedes my ability to engage in effective advocacy.

1. FOIA Report Numbers: I request that the department provide me with the FOIA report case numbers for each of my previous FOIA requests. This will help me accurately identify and reference each request.

2. Complete FOIA Text Responses: I kindly request access to the complete text responses for each FOIA report pertaining to my requests. This will allow me to fully understand the information provided and maintain a clear record of the proceedings.

3. Inquiry about the FOIA Officer and Supervisor: I have repeatedly requested the basic accommodation of the CT FOIA officers' names and titles within communications with me, which the department has repeatedly failed to accommodate further complicating my ability to fully participate.

4. Any Questions or Clarifications: If the department had any questions or required clarifications regarding my previous FOIA requests, I kindly request that these questions be included in the provided information. This will help me address any outstanding matters.

III. Whistleblower Protection and Retaliation

My actions to illuminate potential issues within the Medicaid program are protected under the Whistleblower Protection Act of 1989 and the Sarbanes-Oxley Act of 2002. It is vital that these protections be upheld to ensure that concerns about public administration can be raised without fear of retaliation.

IV. In-Depth Analysis of FOIA and ADA Non-Compliance

A. Systematic FOIA Non-Compliance:

The repeated delays in processing my FOIA requests raise serious concerns about systemic non-compliance with 5 U.S.C. § 552. Transparency is crucial for public trust, and these delays obstruct the ability of citizens to participate in informed advocacy.

B. Failure to Accommodate under the ADA:

The challenges I have encountered in obtaining information due to my disability underscore a significant gap in ADA compliance. The provision of necessary accommodations is not merely a legal mandate but also a cornerstone of an inclusive and participatory democratic process.

V. Immediate Action

I respectfully urge CT DSS to take immediate action to address these concerns. This includes the prompt processing of all pending FOIA requests and the establishment of necessary ADA accommodations. Such measures are essential not only for compliance with federal laws but also for upholding principles of ethical governance and public accountability.

VI. Conclusion

In my dual capacity as an individual with disabilities and a steadfast advocate for equitable rights, I address you today. My concerns are twofold: the personal impact of the current administrative challenges I face, and the broader implications these have for our community's commitment to the principles of equality, transparency, and ethical governance.

VII. Broader Community Implications and Call for Action

The issues presented touch upon the values and respect accorded to the rights of all individuals, especially those with disabilities.

This communication is an invitation for collaboration and understanding, with the belief that mutual respect and concerted efforts can overcome these challenges.

There is a shared responsibility to reinforce our collective commitment to the values that define our community, ensuring that every individual, irrespective of their abilities, is treated with fairness and respect.

VIII. Summary

In summary, the situation with CT DSS not only represents a personal struggle but also underscores a systemic issue that requires immediate attention and action. It is a call to uphold the principles of equal access, fairness, and respect for the rights of individuals with disabilities, ensuring that communication and information handling are efficient, clear, and accessible to all.

IX. Appreciation and Offer of Assistance

I appreciate your attention to this pressing matter. I eagerly anticipate your prompt response and remain open to further discussions or clarifications as needed to advance our shared objectives.

Best regards,
David Medeiros
David Medeiros
ABI Resources, Founder, Team Member
Medicaid ABI Waiver Program Support Provider.





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>

Date: 01.19.2024

Department of Social Services - Central Office
55 Farmington Ave,
Hartford, CT 06105

Response to:

Department of Social Services
Subject: FOIA Requests
01/18/2024 at 3:45 pm. **VIA EMAIL**

Dear CT DSS FOIA Officer Sir/Madam,

I. Introduction

I am writing to you in my capacity as the founder of ABI Resources and as a committed advocate for ethical healthcare administration, especially for individuals with disabilities. As a brain injury and stroke survivor, my experiences have endowed me with a unique perspective on the necessity of transparent and accessible government processes. I, David, believe it may be beneficial for both myself and the Connecticut Department of Social Services (DSS) to engage in a constructive dialogue to prioritize my FOIA requests and discuss feasible accommodations under the ADA. This collaborative approach could lead to a more effective and timely resolution of the issues raised,

ensuring that both the letter and spirit of the FOIA and ADA are upheld. Such a dialogue would not only address my individual concerns but also potentially improve the DSS's processes for handling similar requests in the future.

II. Detailed Legal Framework and Concerns

A. Legal and Advocacy Considerations:

While I understand the operational challenges the department might face, particularly with what has been reported to be limited dedicated staff to handling DSS FOIA requests, it is imperative that such constraints do not impede citizens' rights under FOIA. The nature of my requests for information from CT DSS for basic electronic records is that the department already possesses these records and is equipped to handle electronic records as mandated by FOIA laws.

The situation reported at the CT DSS FOIA office raises concerns about potential hindrances to citizens' rights in obtaining information. This issue affects not only the timeliness but also potentially the quality of the responses to FOIA requests. As a citizen, it is my right to expect that requests, particularly those involving electronic records, are processed efficiently and in line with FOIA guidelines.

Therefore, it is crucial that the FOIA process is adhered to both in spirit and letter, ensuring that citizens' rights to information are not compromised due to administrative challenges. I urge the department to review its current resource allocation for handling FOIA requests to improve efficiency and compliance with the law.

B. Accommodation request for FOIA Report Numbers and Complete Reports

As a brain injury survivor, I may face certain challenges in accessing and comprehending information, and I again kindly request your accommodation in this matter. To ensure better organization and tracking of the requested information, I am seeking the following basic accommodations:

1. For better organization and tracking, I kindly request the specific accommodation FOIA report numbers and the DSS FOIA complete text response of each report pertaining to my request. Would the department please provide each complete FOIA request submitted along with the FOIA request report case number and any questions it may have? This would provide essential clarity and assist in accommodating and maintaining an accurate record of the proceedings.

C. ADA Compliance Issues

As a person with disabilities, I am particularly concerned about the accessibility and responsiveness of CT DSS to my requests. The lack of basic accommodations in processing these requests is not only a breach of the ADA but also impedes my ability to engage in effective advocacy.

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My actions to illuminate potential issues within the Medicaid program are protected under the Whistleblower Protection Act of 1989 and the Sarbanes-Oxley Act of 2002. It is vital that these protections be upheld to ensure that concerns about public administration can be raised without fear of retaliation.

IV. In-Depth Analysis of FOIA and ADA Non-Compliance

A. Systematic FOIA Non-Compliance:

The repeated delays in processing my FOIA requests raise serious concerns about systemic non-compliance with 5 U.S.C. § 552. Transparency is crucial for public trust, and these delays obstruct the ability of citizens to participate in informed advocacy.

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The challenges I have encountered in obtaining information due to my disability underscore a significant gap in ADA compliance. The provision of necessary accommodations is not merely a legal mandate but also a cornerstone of an inclusive and participatory democratic process.

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I respectfully urge CT DSS to take immediate action to address these concerns. This includes the prompt processing of all pending FOIA requests and the establishment of necessary ADA accommodations. Such measures are essential not only for compliance with federal laws but also for upholding principles of ethical governance and public accountability.

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Date: 01.19.2024

Department of Social Services - Central Office
55 Farmington Ave,
Hartford, CT 06105

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<https://www.CTbrainINJURY.com>

Date: 01.02.2024

Subject: Freedom of Information Act Request – Expedited Processing Requested

Request for Information under the Freedom of Information Act – Michael Slitt's
michael.slitt@ct.gov

Dear FOIA Officer,

I am submitting this request under the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq., to obtain records pertaining to Michael Slitt's role and activities within the Connecticut Medicaid Acquired Brain Injury Waiver Program, David Medeiros and ABI Resources. This request is made with the utmost seriousness and urgency to obtain comprehensive records concerning Michael Slitt's involvement in the Connecticut Medicaid Acquired Brain Injury Waiver Program, and any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation. I am writing to submit a request under the Connecticut Freedom of Information Act, and Conn. Gen. Stat. § 1-200 et seq. As a brain injury survivor, stroke survivor, and founder of ABI Resources, a company providing disability support services.

Expedited Processing Request:

The nature of this request is critical due to its direct connection with the legal case (David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220) and the Whistleblower Comprehensive Grievance reports concerning the ABI Waiver Program. Given these circumstances, I am requesting expedited processing.

Specific Information Requested:

To gain a thorough understanding of Mr. Slitt's involvement in the program, I request the following:

All legal cases, including lawsuits or administrative proceedings, relating to civil rights violations, disability discrimination, or whistleblower retaliation within these programs.

Complete records detailing Mr. Slitt's employment, roles, and responsibilities within the ABI Waiver Program as well as CHRO civil rights.

All written communications, including emails and memos, involving Ms. Slitt related to the program's operations.

Records of meetings, including minutes and notes, with Mr. Slitt's participation, pertinent to the program.

Reports, audits, or evaluations involving Mr. Slitt in the context of the program.

Records of Reports of any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation.

From the first date of employment to the present day.

All grievances, complaints, whistleblower complaints, and retaliation complaints.

This request seeks access to records pertaining to all grievances, complaints, whistleblower complaints, and retaliation complaints. This includes any legal cases, lawsuits, or administrative proceedings related to civil rights violations, disability discrimination, or whistleblower retaliation within Connecticut's various state-managed programs

The records are critical for understanding the dynamics of interactions within these programs, especially in the context of civil disability rights and whistleblower protections. They are pivotal for informed advocacy and ensuring compliance with legal and ethical standards in these vital areas.

I specifically refer to the case of David Medeiros v. State of CT Department of Social Services (CHRO No. 2410220), in which I am directly involved. This case underlines the urgent need for transparency and accountability within state-managed disability support programs. Given the direct connection of this request to the following

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by: David Medeiros and ABI Resources LLC Date: November 21, 2023 ABI Resources LLC 39 Kings Hwy STE C Gales Ferry, CT. 06226 860 942-0365
- 12.23.2023 Letter - Governor Ned Lamont: Addressing Systemic Failure in ADA Compliance and Disability Discrimination in Connecticut – A Call to Action Against Whistleblower Retaliation and the Failure of CT DSS and CHRO to Uphold Disability Rights.

Given my personal circumstances as a brain injury and stroke survivor, timely access to these records is not just a legal right but a necessity. The nature of my disabilities sometimes imposes barriers to effective self-advocacy and communication. Prompt access to these records is crucial for my ability to manage and respond to the challenges posed by my disabilities.

Under the FOIA, there is a provision for expedited processing when the requester demonstrates a compelling need. While there may not be an immediate physical threat in my case, the lack of timely information significantly impairs my rights and advocacy efforts, essential for my wellbeing and that of others relying on my support and expertise.

Therefore, I request that my FOIA application be processed on an expedited basis, recognizing these factors. Your prompt attention to this request would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

Should any part of my request be denied, I ask for a justification for all deletions by reference to specific exemptions of the Act and expect the release of all segregable portions of otherwise exempt material. I reserve the right to appeal any decision to withhold information or deny a waiver of fees.

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections pertaining to these state-managed programs.

- Acquired Brain Injury (ABI) Program
- Alzheimer's Respite Care Program
- Autism Spectrum Disorder - ASD
- Birth to Three
- Board of Education and Services for the Blind
- Care4Kids
- Certified Community Behavioral Health Clinics
- Child Support
- CHOICES - CT's State Health Insurance Assistance Program for Medicare Beneficiaries

- Commodity Supplemental Food Program
- Community First Choice
- Community Options
- Connect-Ability
- Connecticut AIDS Drug Assistance Program (CADAP)
- Connecticut Behavioral Health Partnership - CTBHP
- Connecticut Energy Assistance Program
- Connecticut Home Care Program For Elders
- Connecticut Housing Engagement and Support Services (CHESS) Initiative
- Connecticut Integrated Care for Kids
- Connecticut Supplemental Nutrition Assistance Program Education (SNAP-Ed)
- CT Medicaid Enterprise Technology System (CT METS)
- Deaf and Hard of Hearing Services
- Department of Rehabilitation Services
- Disability Services
- Durable Medical Equipment
- Economic Security - Financial Assistance
- Elderly Simplified Application Project (ESAP)
- Electronic Visit Verification
- Fatherhood Initiative of CT
- Grandparents As Parents
- Housing Options for Seniors
- Human Services Infrastructure
- HUSKY (Medicaid) Coverage for Breast and Cervical Cancer
- HUSKY Health (Medicaid & Children's Health Insurance Program)
- Jobs First
- Long-Term Services and Supports - LTSS
- Med-Connect (Medicaid for Employees with Disabilities)
- Medicaid Nursing Home Reimbursement

- Medicare Savings Program
- Money Follows the Person
- National Family Caregiver Support Program
- Non-Emergency Medical Transportation (NEMT)
- Nutrition Assistance Programs
- PCA CERTIFICATION TEST
- PCMH+ Member Information
- Refugee Assistance Program
- School Based Child Health (SBCH)
- Self Direction Personal Protection Equipment Request Form Submission
- Social Work Services
- State Supplement for the Aged, Blind and Disabled
- Supplemental Nutrition Assistance Program - SNAP
- Temporary Family Assistance - TFA
- The Personal Care Attendant Program
- Welfare to Work (Department of Labor)
- Women Infants and Children – WIC

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections.

Documentation from Federal and State Department Executives and Associated staff:

- Connecticut Department of Social Services Commissioner Andrea Barton Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
- U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
- Connecticut Governor Ned Lamont
- Lieutenant Governor Susan Bysiewicz

- Secretary of State Denise Merrill
- Attorney General William Tong
- State Treasurer Shawn Wooden
- State Comptroller Kevin Lembo
- State Auditors John Geragosian and Rob Kane
- U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
- Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
- U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A. Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
- Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
- The Department of Labor DOL
- Government Accountability Office GAO
- Connecticut General Assembly CGA

Connecticut State Senate

- John Fonfara - District 1, Democratic
- Douglas McCrory - District 2, Democratic
- Saud Anwar - District 3, Democratic
- MD Rahman - District 4, Democratic
- Derek Slap - District 5, Democratic
- Rick Lopes - District 6, Democratic
- John Kissel - District 7, Republican
- Lisa Seminara - District 8, Republican
- Matthew L. Lesser - District 9, Democratic
- Gary Winfield - District 10, Democratic
- Martin Looney - District 11, Democratic
- Christine Cohen - District 12, Democratic
- Jan Hochadel - District 13, Democratic
- James Maroney - District 14, Democratic

- Joan Hartley - District 15, Democratic
- Robert C. Sampson - District 16, Republican
- Jorge Cabrera - District 17, Democratic
- Heather Somers - District 18, Republican
- Catherine Osten - District 19, Democratic
- Martha Marx - District 20, Democratic
- Kevin C. Kelly - District 21, Republican
- Marilyn Moore - District 22, Democratic
- Herron Gaston - District 23, Democratic
- Julie Kushner - District 24, Democratic
- Bob Duff - District 25, Democratic
- Ceci Maher - District 26, Democratic
- Patricia Miller - District 27, Democratic
- Tony Hwang - District 28, Republican
- Mae Flexer - District 29, Democratic
- Stephen Harding, Jr. - District 30, Republican
- Henri Martin - District 31, Republican
- Eric Berthel - District 32, Republican
- Norm Needleman - District 33, Democratic
- Paul Cicarella, Jr. - District 34, Republican
- Jeff Gordon - District 35, Republican
- Ryan Fazio - District 36, Republican 【23†source】 .
- Connecticut House of Representatives
- Matthew Ritter - District 1, Democratic
- Raghib Allie-Brennan - District 2, Democratic
- Minnie Gonzalez - District 3, Democratic
- Julio Concepcion - District 4, Democratic
- Maryam Khan - District 5, Democratic

- James B. Sánchez - District 6, Democratic
- Joshua Malik Hall - District 7, Democratic
- Tim Ackert - District 8, Republican
- Jason Rojas - District 9, Democratic
- Henry Genga - District 10, Democratic
- Jeffrey Currey - District 11, Democratic
- Geoff Luxenberg - District 12, Democratic
- Jason Doucette - District 13, Democratic
- Tom Delnicki - District 14, Republican
- Bobby Gibson - District 15, Democratic
- Melissa E. Osborne - District 16, Democratic
- Eleni Kavros DeGraw - District 17, Democratic
- Jillian Gilchrest - District 18, Democratic
- Tammy Exum - District 19, Democratic
- Kate Farrar - District 20, Democratic
- Mike Demicco - District 21, Democratic
- Francis Rexford Cooley - District 22, Republican
- Devin Carney - District 23, Republican
- Manny Sanchez - District 24, Democratic
- Bobby Sanchez - District 25, Democratic
- Peter Tercyak - District 26, Democratic
- Gary Turco - District 27, Democratic
- Amy Morrin Bello - District 28, Democratic
- Kerry Szeps Wood - District 29, Democratic
- Donna Veach - District 30, Republican
- Jill Barry - District 31, Democratic
- Christie Carpino - District 32, Republican
- Brandon Chafee - District 33, Democratic

- Irene Haines - District 34, Republican
- Chris Aniskovich - District 35, Republican
- Christine Palm - District 36, Democratic
- Holly Cheeseman - District 37, Republican
- Kathleen McCarty - District 38, Republican
- Anthony Nolan - District 39, Democratic
- Christine Conley - District 40, Democratic
- André Bumgardner - District 41, Democratic
- Keith Denning - District 42, Democratic
- Greg Howard - District 43, Republican
- Anne Dauphinais - District 44, Republican
- Brian Lanoue - District 45, Republican
- Derell Wilson - District 46, Democratic
- Doug Dubitsky - District 47, Republican
- Mark DeCaprio - District 48, Republican
- Susan Johnson - District 49, Democratic
- Pat Boyd - District 50, Democratic
- Ricky Hayes - District 51, Republican
- Kurt Vail - District 52, Republican
- Tammy Nuccio - District 53, Republican
- Gregory Haddad - District 54, Democratic
- Steve Weir - District 55, Republican
- Kevin Brown - District 56, Democratic
- Jaime Foster - District 57, Democratic
- Tom Arnone - District 58, Democratic
- Carol Hall - District 59, Republican
- Jane Garibay - District 60, Democratic
- Tami Zawistowski - District 61, Republican

- Mark Anderson - District 62, Republican
- Jay Case - District 63, Republican
- Maria Horn - District 64, Democratic
- Michelle Cook - District 65, Democratic
- Karen Reddington-Hughes - District 66, Republican
- William Buckbee - District 67, Republican
- Joe Polletta - District 68, Republican
- Cindy Harrison - District 69, Republican
- Seth Bronko - District 70, Republican
- William Pizzuto - District 71, Republican
- Larry Butler - District 72, Democratic
- Ronald Napoli Jr. - District 73, Democratic
- Michael DiGiovancarlo - District 74, Democratic
- Geraldo Reyes - District 75, Democratic
- John Piscopo - District 76, Republican
- Cara Pavalock-D'Amato - District 77, Republican
- Joe Hoxha - District 78, Republican
- Mary Fortier - District 79, Democratic
- Gale Mastrofrancesco - District 80, Republican
- Christopher Poulos - District 81, Democratic
- Michael Quinn - District 82, Democratic
- Jonathan Fazzino - District 83, Democratic
- Hilda Santiago - District 84, Democratic
- Mary Mushinsky - District 85, Democratic
- Vincent Candelora - District 86, Republican
- Dave Yaccarino Sr. - District 87, Republican
- Joshua Elliott - District 88, Democratic
- Lezlye Zupkus - District 89, Republican

- Craig Fishbein - District 90, Republican
- Michael D'Agostino - District 91, Democratic
- Patricia Dillon - District 92, Democratic
- Toni Walker - District 93, Democratic
- Robyn Porter - District 94, Democratic
- Juan Candelaria - District 95, Democratic
- Roland J. Lemar - District 96, Democratic
- Alphonse Paolillo - District 97, Democratic
- Moira Rader - District 98, Democratic
- Joseph Zullo - District 99, Republican
- Kai Juanna Belton - District 100, Democratic
- John-Michael Parker - District 101, Democratic
- Robin Comey - District 102, Democratic
- Liz Linehan - District 103, Democratic
- Kara Rochelle - District 104, Democratic
- Nicole Klarides-Ditria - District 105, Republican
- Mitch Bolinsky - District 106, Republican
- Marty Foncello - District 107, Republican
- Pat Callahan - District 108, Republican
- Farley Santos - District 109, Democratic
- Bob Godfrey - District 110, Democratic
- Aimee Berger-Girvalo - District 111, Democratic
- Tony Scott - District 112, Republican
- Jason Perillo - District 113, Republican
- Mary Welander - District 114, Democratic
- Vacant - District 115
- Treneé McGee - District 116, Democratic
- Charles Ferraro - District 117, Republican

- Frank Smith - District 118, Democratic
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- Andre Baker - District 124, Democratic
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- Christopher Rosario - District 128, Democratic
- Steven Stafstrom - District 129, Democratic
- Antonio Felipe - District 130, Democratic
- David Labriola - District 131, Republican
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- Cristin Vahey - District 133, Democratic
- Sarah Keitt - District 134, Democratic
- Anne Hughes - District 135, Democratic
- Jonathan Steinberg - District 136, Democratic
- Kadeem Roberts - District 137, Democratic
- Rachel Chaleski - District 138, Republican
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- Travis Simms - District 140, Democratic
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- Lucy Dathan - District 142, Democratic
- Dominique Johnson - District 143, Democratic
- Hubert Delany - District 144, Democratic
- Corey Paris - District 145, Democratic

- David Michel - District 146, Democratic
- Matt Blumenthal - District 147, Democratic
- Anabel Figueroa - District 148, Democratic
- Rachel Khanna - District 149, Democratic
- Steve Meskers - District 150, Democratic
- Hector Arzeno - District 151, Democratic

As well as communication with recognized esteemed organizations.

National and International Organizations:

- American Association of People with Disabilities (AAPD)
- The Consortium for Citizens with Disabilities (CCD)
- Disability Rights Education and Defense Fund (DREDF)
- Disabled in Action (DIA)
- Equip for Equality
- National Disability Rights Network (NDRN)
- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

National Whistleblower / Retaliation Advocates

- Government Accountability Project (GAP)
- The Whistleblower Project
- ExposeFacts
- Freedom of the Press Foundation
- National Whistleblower Center
- Project On Government Oversight (POGO)

- Public Employees for Environmental Responsibility (PEER)
- Whistleblower Aid

News Media Outlets and Journalists:

Reporters Committee for Freedom of the Press, The New York Times, The Washington Post The Associated Press (AP), ProPublica, The Wall Street Journal, National Public Radio (NPR) Reuters, CNN, BuzzFeed News, VICE News, Fox News, NBC, MSNBC etc.

Reason for Expedition and Personal Circumstances:

As a survivor of a brain injury and stroke, my condition necessitates prompt access to the requested information. The nature of my disabilities can sometimes impose barriers to effective self-advocacy and communication. Timely access to these records is not just a matter of legal right but also a critical component of my ability to manage and respond to the challenges posed by my disabilities.

The potential delay in receiving this information could significantly impact my ability to effectively advocate for myself and others in similar situations. The information requested is crucial for ensuring that rights are not just upheld but actively protected, particularly in the context of disability support and advocacy.

Under the FOIA, there is provision for expedited processing when the person requesting the information demonstrates a compelling need. According to the FOIA, a compelling need is defined as a situation where failure to obtain the requested records could reasonably be expected to pose an imminent threat to the life or physical safety of an individual. In my case, while there may not be an immediate physical threat, the lack of timely information significantly impairs my rights and advocacy efforts, which are essential for my wellbeing and that of others who rely on my support and expertise.

Therefore, I kindly request that my FOIA application be processed on an expedited basis, in recognition of these factors. Your prompt attention to this request would be greatly appreciated and would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I will also expect you to release all segregable portions of otherwise exempt material. I reserve the right to appeal your decision to withhold any information.

Communication Accommodations:

Due to my personal circumstances, including living with a brain injury and being a stroke survivor, I find electronic forms of communication are more effective for my full participation and understanding. These methods allow me to better process, comprehend, and reference the details of our interactions. I kindly request that all communications regarding this FOIA request, including any acknowledgments, updates, or responses, be directed to me via email or written correspondence.

Your cooperation in this regard is not only a legal compliance matter but also an acknowledgment of the accommodations necessary for effective communication and information access.

A prompt and detailed response to this request is essential for the transparent and accountable functioning of the Connecticut Medicaid ABI Waiver Program. Your attention to this matter will significantly contribute to ongoing advocacy self advocacy efforts and policy analysis in this critical area of public health and disability support.

Thank you for your prompt attention to this request.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.





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>

Date: 01.02.2024

Subject: Freedom of Information Act Request – Expedited Processing Requested

Request for Information under the Freedom of Information Act.

ADA The Americans with Disabilities Act (ADA)

The Whistleblower Protection Act (WPA)

Dear FOIA Officer Appropriate Authority/Agency,

I am writing to submit a formal request under the provisions of the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq. This request pertains to obtaining detailed records and communications involving all Connecticut state employees, care management providers associated with Connecticut Community Care, and other relevant parties in relation to the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program and other state and federally funded programs for the disabled.

Scope of Request:

All Communications and Correspondences: This includes emails, memos, letters, and other forms of communication between state employees and care management providers under the Connecticut Community Care umbrella, with a focus on those relating to the Connecticut Department of Social Services and the Connecticut Commission on Human Rights and Opportunities.

Activities and Involvement Records: Detailed documentation of activities, roles, and involvement of all Connecticut government employees within the Connecticut Medicaid ABI Waiver Program, including but not limited to, my involvement as David Medeiros and my organization, ABI Resources.

Justification and Context:

All legal cases, including lawsuits or administrative proceedings, relating to civil rights violations, disability discrimination, or whistleblower retaliation within these programs.

Complete records detailing roles, and responsibilities within the ABI Waiver Program.

All written communications, including emails and memos, involving related to the program's operations.

Records of meetings, including minutes and notes, with participation, pertinent to the program.

Reports, audits, or evaluations involving the context of the program.

Records of Reports of any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation.

From 2014 to the present day.

All grievances, complaints, whistleblower complaints, critical incidents, and retaliation complaints.

	Julia Evans Star	julia.evans.starr@ctcommunitycare.org
	Erin Kane	erin.kane@ctcommunitycare.org
	Danielle Gabor	danielle.gabor@ctcommunitycare.org
SUPERVISOR	Ronald Sturm	Ronald.Sturm@ctcommunitycare.org
CARE MANAGER	Doreen Andrew	Doreen.Andrew@ctcommunitycare.org
CARE MANAGER	Luisa DiNino-Jones	Luisa.DiNino-Jones@ctcommunitycare.org
CARE MANAGER	James Hexter	james.hexter@ctcommunitycare.org
CARE MANAGER	Rachael Meade	Rachael.Meade@ctcommunitycare.org
CARE MANAGER	Michael Murphy	Michael.Murphy@ctcommunitycare.org
CARE MANAGER	Trecia Reid	Trecia.Reid@ctcommunitycare.org
CARE MANAGER	Carol Weber	Carol.Weber@ctcommunitycare.org
SUPERVISOR	Randell Wilson	Randell.Wilson@ctcommunitycare.org
CARE MANAGER	Sue Carserino	sue.carserino@ctcommunitycare.org

CARE MANAGER	Donna Grieder	Donna.Grieder@ctcommunitycare.org
CARE MANAGER	Alise Rangasammy	alise.rangasammy@ctcommunitycare.org
CARE MANAGER	Margaret Rucker	Margaret.Rucker@ctcommunitycare.org
CARE MANAGER	Amy Santos	Amy.Santos@ctcommunitycare.org
CARE MANAGER	Yasmina Sims	Yasmina.Sims@ctcommunitycare.org
COORDINATOR	Jilline Gonzalez	jilline.gonzalez@ctcommunitycare.org
CARE MANAGER	Deleise Gordon	
CARE MANAGER	Elizabeth Kirhoffer	elizabeth.kirhoffer@ctcommunitycare.org
CARE MANAGER	Jennifer Roads	Jennifer.Roads@ctcommunitycare.org
CARE MANAGER	Danielle Soto	
CARE MANAGER	Olivia Swerling	Olivia.Swerling@ctcommunitycare.org
COORDINATOR	Jilline Gonzalez	jilline.gonzalez@ctcommunitycare.org
SUPERVISOR	Kiomara Cruz	Kiomara.Cruz@ctcommunitycare.org
SUPERVISOR	Dawn Grenier	Dawn.Grenier@ctcommunitycare.org
SUPERVISOR	Randell Wilson	Randell.Wilson@ctcommunitycare.org
SPECIALIZED CARE	Carrie Belekewicz	carrie.belekewicz@ctcommunitycare.org
SPECIALIZED CAR	Claudine Brissett	Claudine.Brissett@ctcommunitycare.org
SPECIALIZED CARE	Shana Chesaneck	shana.chesaneck@ctcommunitycare.org
CARE MANAGER	Julie Eisenberg	Julie.Eisenberg@ctcommunitycare.org
CARE MANAGER	Kathleen Hazelton	kathleen.hazelton@ctcommunitycare.org
CARE MANAGER	Danielle Lonergan	
CARE MANAGER	Sheri Mitchell	Sheri.Mitchell@ctcommunitycare.org
CARE MANAGER	Lyanne Peffley	Lyanne.Peffley@ctcommunitycare.org
CARE MANAGER	Crystal Ruiz	Crystal.Ruiz@ctcommunitycare.org
CARE MANAGER	Amy Thomas	Amy.Thomas@ctcommunitycare.org
CARE MANAGER	Trisha Whiterock	trisha.whiterock@ctcommunitycare.org
ACCESS COORDINATOR	Maria Soto	Maria.Soto@ctcommunitycare.org
TRANSITION COORDINATOR	Shontai Butler	Shontai.Butler@ctcommunitycare.org

TRANSITION COORDINATOR	Melissa Cole	melissa.cole@ctcommunitycare.org
TRANSITION COORDINATOR	Azara Francis	azara.francis@ctcommunitycare.org
TRANSITION COORDINATOR	Mariadel Gonzalez	Mariadel.Gonzalez@ctcommunitycare.org
TRANSITION COORDINATOR	Paris Henry	Paris.Henry@ctcommunitycare.org
TRANSITION COORDINATOR	Michelle Hunnicutt	michelle.hunnicutt@ctcommunitycare.org
TRANSITION COORDINATOR	Gloria Jubrey	gloria.jubrey@ctcommunitycare.org
TRANSITION COORDINATOR	Tara Kearney	Tara.Kearney@ctcommunitycare.org
TRANSITION COORDINATOR	Saidah McKinley	
TRANSITION COORDINATOR	Leyda Ortiz	leyda.ortiz@ctcommunitycare.org
TRANSITION COORDINATOR	Jessenia Perez	Jessenia.Perez@ctcommunitycare.org
TRANSITION COORDINATOR	Quinntieja Scott	quinntieja.scott@ctcommunitycare.org
TRANSITION COORDINATOR	Keyla Sical	Keyla.Sical@ctcommunitycare.org
TRANSITION COORDINATOR	Alyssa Torres	Alyssa.Torres@ctcommunitycare.org
TRANSITION COORDINATOR	Bria Wilson	bria.wilson@ctcommunitycare.org
HOUSING COORDINATOR	Joseph Ashley	joshua.vaughn@ctcommunitycare.org
HOUSING COORDINATOR	Clarissa Candelaria	clarissa.candelaria@ctcommunitycare.org
HOUSING COORDINATOR	Katrina Frink	katrinia.frink@ctcommunitycare.org
HOUSING COORDINATOR	Lydia Gomez	lydia.gomez@ctcommunitycare.org
HOUSING COORDINATOR	Tomiko Grant	tomiko.grant@ctcommunitycare.org
HOUSING COORDINATOR	Carol Lee	carol.lee@ctcommunitycare.org
HOUSING COORDINATOR	Kaila Malloy	kaila.malloy@ctcommunitycare.org
HOUSING COORDINATOR	Joselyn Rosario	Joselyn.Rosario@ctcommunitycare.org
HOUSING COORDINATOR	Belinda Sierra	belinda.sierra@ctcommunitycare.org
HOUSING COORDINATOR	Kejarenee Suggs	Keja.Suggs@ctcommunitycare.org
HOUSING COORDINATOR	Crystal Wise	Crystal.Wise@ctcommunitycare.org

This request seeks access to records pertaining to all grievances, complaints, whistleblower complaints, and retaliation complaints. This includes any legal cases, lawsuits, or administrative proceedings related to civil rights violations, disability discrimination, or whistleblower retaliation within Connecticut's various state-managed programs

The records are critical for understanding the dynamics of interactions within these programs, especially in the context of civil disability rights and whistleblower protections. They are pivotal for informed advocacy and ensuring compliance with legal and ethical standards in these vital areas.

I specifically refer to the case of David Medeiros v. State of CT Department of Social Services (CHRO No. 2410220), in which I am directly involved. This case underlines the urgent need for transparency and accountability within state-managed disability support programs. Given the direct connection of this request to the following

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by: David Medeiros and ABI Resources LLC Date: November 21, 2023 ABI Resources LLC 39 Kings Hwy STE C Gales Ferry, CT. 06226 860 942-0365
- 12.23.2023 Letter - Governor Ned Lamont: Addressing Systemic Failure in ADA Compliance and Disability Discrimination in Connecticut – A Call to Action Against Whistleblower Retaliation and the Failure of CT DSS and CHRO to Uphold Disability Rights.

Given my personal circumstances as a brain injury and stroke survivor, timely access to these records is not just a legal right but a necessity. The nature of my disabilities sometimes imposes barriers to effective self-advocacy and communication. Prompt access to these records is crucial for my ability to manage and respond to the challenges posed by my disabilities.

Under the FOIA, there is a provision for expedited processing when the requester demonstrates a compelling need. While there may not be an immediate physical threat in my case, the lack of timely information significantly impairs my rights and advocacy efforts, essential for my wellbeing and that of others relying on my support and expertise.

Therefore, I request that my FOIA application be processed on an expedited basis, recognizing these factors. Your prompt attention to this request would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

Should any part of my request be denied, I ask for a justification for all deletions by reference to specific exemptions of the Act and expect the release of all segregable portions of otherwise exempt material. I reserve the right to appeal any decision to withhold information or deny a waiver of fees.

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections pertaining to these state-managed programs.

- Acquired Brain Injury (ABI) Program
- Alzheimer's Respite Care Program
- Autism Spectrum Disorder - ASD
- Birth to Three
- Board of Education and Services for the Blind
- Care4Kids
- Certified Community Behavioral Health Clinics
- Child Support
- CHOICES - CT's State Health Insurance Assistance Program for Medicare Beneficiaries
- Commodity Supplemental Food Program
- Community First Choice
- Community Options
- Connect-Ability
- Connecticut AIDS Drug Assistance Program (CADAP)
- Connecticut Behavioral Health Partnership - CTBHP
- Connecticut Energy Assistance Program
- Connecticut Home Care Program For Elders
- Connecticut Housing Engagement and Support Services (CHESS) Initiative
- Connecticut Integrated Care for Kids
- Connecticut Supplemental Nutrition Assistance Program Education (SNAP-Ed)
- CT Medicaid Enterprise Technology System (CT METS)
- Deaf and Hard of Hearing Services
- Department of Rehabilitation Services
- Disability Services
- Durable Medical Equipment

- Economic Security - Financial Assistance
- Elderly Simplified Application Project (ESAP)
- Electronic Visit Verification
- Fatherhood Initiative of CT
- Grandparents As Parents
- Housing Options for Seniors
- Human Services Infrastructure
- HUSKY (Medicaid) Coverage for Breast and Cervical Cancer
- HUSKY Health (Medicaid & Children's Health Insurance Program)
- Jobs First
- Long-Term Services and Supports - LTSS
- Med-Connect (Medicaid for Employees with Disabilities)
- Medicaid Nursing Home Reimbursement
- Medicare Savings Program
- Money Follows the Person
- National Family Caregiver Support Program
- Non-Emergency Medical Transportation (NEMT)
- Nutrition Assistance Programs
- PCA CERTIFICATION TEST
- PCMH+ Member Information
- Refugee Assistance Program
- School Based Child Health (SBCH)
- Self Direction Personal Protection Equipment Request Form Submission
- Social Work Services
- State Supplement for the Aged, Blind and Disabled
- Supplemental Nutrition Assistance Program - SNAP
- Temporary Family Assistance - TFA
- The Personal Care Attendant Program
- Welfare to Work (Department of Labor)

- Women Infants and Children – WIC

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections.

Documentation from Federal and State Department Executives and Associated staff:

- Connecticut Department of Social Services Commissioner Andrea Barton Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
- U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
- Connecticut Governor Ned Lamont
- Lieutenant Governor Susan Bysiewicz
- Secretary of State Denise Merrill
- Attorney General William Tong
- State Treasurer Shawn Wooden
- State Comptroller Kevin Lembo
- State Auditors John Geragosian and Rob Kane
- U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
- Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
- U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A. Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
- Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
- The Department of Labor DOL
- Government Accountability Office GAO
- Connecticut General Assembly CGA

Connecticut State Senate

- John Fonfara - District 1, Democratic

- Douglas McCrory - District 2, Democratic
- Saud Anwar - District 3, Democratic
- MD Rahman - District 4, Democratic
- Derek Slap - District 5, Democratic
- Rick Lopes - District 6, Democratic
- John Kissel - District 7, Republican
- Lisa Seminara - District 8, Republican
- Matthew L. Lesser - District 9, Democratic
- Gary Winfield - District 10, Democratic
- Martin Looney - District 11, Democratic
- Christine Cohen - District 12, Democratic
- Jan Hochadel - District 13, Democratic
- James Maroney - District 14, Democratic
- Joan Hartley - District 15, Democratic
- Robert C. Sampson - District 16, Republican
- Jorge Cabrera - District 17, Democratic
- Heather Somers - District 18, Republican
- Catherine Osten - District 19, Democratic
- Martha Marx - District 20, Democratic
- Kevin C. Kelly - District 21, Republican
- Marilyn Moore - District 22, Democratic
- Herron Gaston - District 23, Democratic
- Julie Kushner - District 24, Democratic
- Bob Duff - District 25, Democratic
- Ceci Maher - District 26, Democratic
- Patricia Miller - District 27, Democratic
- Tony Hwang - District 28, Republican
- Mae Flexer - District 29, Democratic
- Stephen Harding, Jr. - District 30, Republican

- Henri Martin - District 31, Republican
- Eric Berthel - District 32, Republican
- Norm Needleman - District 33, Democratic
- Paul Cicarella, Jr. - District 34, Republican
- Jeff Gordon - District 35, Republican
- Ryan Fazio - District 36, Republican 【23†source】 .
- Connecticut House of Representatives
- Matthew Ritter - District 1, Democratic
- Raghieb Allie-Brennan - District 2, Democratic
- Minnie Gonzalez - District 3, Democratic
- Julio Concepcion - District 4, Democratic
- Maryam Khan - District 5, Democratic
- James B. Sánchez - District 6, Democratic
- Joshua Malik Hall - District 7, Democratic
- Tim Ackert - District 8, Republican
- Jason Rojas - District 9, Democratic
- Henry Genga - District 10, Democratic
- Jeffrey Currey - District 11, Democratic
- Geoff Luxenberg - District 12, Democratic
- Jason Doucette - District 13, Democratic
- Tom Delnicki - District 14, Republican
- Bobby Gibson - District 15, Democratic
- Melissa E. Osborne - District 16, Democratic
- Eleni Kavros DeGraw - District 17, Democratic
- Jillian Gilchrest - District 18, Democratic
- Tammy Exum - District 19, Democratic
- Kate Farrar - District 20, Democratic
- Mike Demicco - District 21, Democratic

- Francis Rexford Cooley - District 22, Republican
- Devin Carney - District 23, Republican
- Manny Sanchez - District 24, Democratic
- Bobby Sanchez - District 25, Democratic
- Peter Tercyak - District 26, Democratic
- Gary Turco - District 27, Democratic
- Amy Morrin Bello - District 28, Democratic
- Kerry Szeps Wood - District 29, Democratic
- Donna Veach - District 30, Republican
- Jill Barry - District 31, Democratic
- Christie Carpino - District 32, Republican
- Brandon Chafee - District 33, Democratic
- Irene Haines - District 34, Republican
- Chris Aniskovich - District 35, Republican
- Christine Palm - District 36, Democratic
- Holly Cheeseman - District 37, Republican
- Kathleen McCarty - District 38, Republican
- Anthony Nolan - District 39, Democratic
- Christine Conley - District 40, Democratic
- Aundré Bumgardner - District 41, Democratic
- Keith Denning - District 42, Democratic
- Greg Howard - District 43, Republican
- Anne Dauphinais - District 44, Republican
- Brian Lanoue - District 45, Republican
- Derell Wilson - District 46, Democratic
- Doug Dubitsky - District 47, Republican
- Mark DeCaprio - District 48, Republican
- Susan Johnson - District 49, Democratic

- Pat Boyd - District 50, Democratic
- Ricky Hayes - District 51, Republican
- Kurt Vail - District 52, Republican
- Tammy Nuccio - District 53, Republican
- Gregory Haddad - District 54, Democratic
- Steve Weir - District 55, Republican
- Kevin Brown - District 56, Democratic
- Jaime Foster - District 57, Democratic
- Tom Arnone - District 58, Democratic
- Carol Hall - District 59, Republican
- Jane Garibay - District 60, Democratic
- Tami Zawistowski - District 61, Republican
- Mark Anderson - District 62, Republican
- Jay Case - District 63, Republican
- Maria Horn - District 64, Democratic
- Michelle Cook - District 65, Democratic
- Karen Reddington-Hughes - District 66, Republican
- William Buckbee - District 67, Republican
- Joe Polletta - District 68, Republican
- Cindy Harrison - District 69, Republican
- Seth Bronko - District 70, Republican
- William Pizzuto - District 71, Republican
- Larry Butler - District 72, Democratic
- Ronald Napoli Jr. - District 73, Democratic
- Michael DiGiovancarlo - District 74, Democratic
- Geraldo Reyes - District 75, Democratic
- John Piscopo - District 76, Republican
- Cara Pavalock-D'Amato - District 77, Republican

- Joe Hoxha - District 78, Republican
- Mary Fortier - District 79, Democratic
- Gale Mastrofrancesco - District 80, Republican
- Christopher Poulos - District 81, Democratic
- Michael Quinn - District 82, Democratic
- Jonathan Fazzino - District 83, Democratic
- Hilda Santiago - District 84, Democratic
- Mary Mushinsky - District 85, Democratic
- Vincent Candelora - District 86, Republican
- Dave Yaccarino Sr. - District 87, Republican
- Joshua Elliott - District 88, Democratic
- Lezlye Zupkus - District 89, Republican
- Craig Fishbein - District 90, Republican
- Michael D'Agostino - District 91, Democratic
- Patricia Dillon - District 92, Democratic
- Toni Walker - District 93, Democratic
- Robyn Porter - District 94, Democratic
- Juan Candelaria - District 95, Democratic
- Roland J. Lemar - District 96, Democratic
- Alphonse Paolillo - District 97, Democratic
- Moira Rader - District 98, Democratic
- Joseph Zullo - District 99, Republican
- Kai Juanna Belton - District 100, Democratic
- John-Michael Parker - District 101, Democratic
- Robin Comey - District 102, Democratic
- Liz Linehan - District 103, Democratic
- Kara Rochelle - District 104, Democratic
- Nicole Klarides-Ditria - District 105, Republican

- Mitch Bolinsky - District 106, Republican
- Marty Foncello - District 107, Republican
- Pat Callahan - District 108, Republican
- Farley Santos - District 109, Democratic
- Bob Godfrey - District 110, Democratic
- Aimee Berger-Girvalo - District 111, Democratic
- Tony Scott - District 112, Republican
- Jason Perillo - District 113, Republican
- Mary Welander - District 114, Democratic
- Vacant - District 115
- Treneé McGee - District 116, Democratic
- Charles Ferraro - District 117, Republican
- Frank Smith - District 118, Democratic
- Kathy Kennedy - District 119, Republican
- Laura Dancho - District 120, Republican
- Joe Gresko - District 121, Democratic
- Ben McGorty - District 122, Republican
- David Rutigliano - District 123, Republican
- Andre Baker - District 124, Democratic
- Tom O'Dea - District 125, Republican
- Fred Gee Jr. - District 126, Democratic
- Marcus Brown - District 127, Democratic
- Christopher Rosario - District 128, Democratic
- Steven Stafstrom - District 129, Democratic
- Antonio Felipe - District 130, Democratic
- David Labriola - District 131, Republican
- Michael Leeper - District 132, Democratic
- Cristin Vahey - District 133, Democratic

- Sarah Keitt - District 134, Democratic
- Anne Hughes - District 135, Democratic
- Jonathan Steinberg - District 136, Democratic
- Kadeem Roberts - District 137, Democratic
- Rachel Chaleski - District 138, Republican
- Kevin Ryan - District 139, Democratic
- Travis Simms - District 140, Democratic
- Tracy Marra - District 141, Republican
- Lucy Dathan - District 142, Democratic
- Dominique Johnson - District 143, Democratic
- Hubert Delany - District 144, Democratic
- Corey Paris - District 145, Democratic
- David Michel - District 146, Democratic
- Matt Blumenthal - District 147, Democratic
- Anabel Figueroa - District 148, Democratic
- Rachel Khanna - District 149, Democratic
- Steve Meskers - District 150, Democratic
- Hector Arzeno - District 151, Democratic

As well as communication with recognized esteemed organizations.

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- Equip for Equality
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- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

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- The Whistleblower Project
- ExposeFacts
- Freedom of the Press Foundation
- National Whistleblower Center
- Project On Government Oversight (POGO)
- Public Employees for Environmental Responsibility (PEER)
- Whistleblower Aid

News Media Outlets and Journalists:

Reporters Committee for Freedom of the Press, The New York Times, The Washington Post The Associated Press (AP), ProPublica, The Wall Street Journal, National Public Radio (NPR) Reuters, CNN, BuzzFeed News, VICE News, Fox News, NBC, MSNBC etc.

Reason for Expedition and Personal Circumstances:

As a survivor of a brain injury and stroke, my condition necessitates prompt access to the requested information. The nature of my disabilities can sometimes impose barriers to effective self-advocacy and communication. Timely access to these records is not just a matter of legal right but also a critical component of my ability to manage and respond to the challenges posed by my disabilities.

The potential delay in receiving this information could significantly impact my ability to effectively advocate for myself and others in similar situations. The information requested is crucial for ensuring that rights are not just upheld but actively protected, particularly in the context of disability support and advocacy.

Under the FOIA, there is provision for expedited processing when the person requesting the information demonstrates a compelling need. According to the FOIA, a compelling need is defined as a situation where failure to obtain the requested records could reasonably be expected to pose an imminent threat

to the life or physical safety of an individual. In my case, while there may not be an immediate physical threat, the lack of timely information significantly impairs my rights and advocacy efforts, which are essential for my wellbeing and that of others who rely on my support and expertise.

Therefore, I kindly request that my FOIA application be processed on an expedited basis, in recognition of these factors. Your prompt attention to this request would be greatly appreciated and would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I will also expect you to release all segregable portions of otherwise exempt material. I reserve the right to appeal your decision to withhold any information.

Communication Accommodations:

Due to my personal circumstances, including living with a brain injury and being a stroke survivor, I find electronic forms of communication are more effective for my full participation and understanding. These methods allow me to better process, comprehend, and reference the details of our interactions. I kindly request that all communications regarding this FOIA request, including any acknowledgments, updates, or responses, be directed to me via email or written correspondence.

Your cooperation in this regard is not only a legal compliance matter but also an acknowledgment of the accommodations necessary for effective communication and information access.

A prompt and detailed response to this request is essential for the transparent and accountable functioning of the Connecticut Medicaid ABI Waiver Program. Your attention to this matter will significantly contribute to ongoing advocacy self advocacy efforts and policy analysis in this critical area of public health and disability support.

Thank you for your prompt attention to this request.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.



From: ABI RESOURCES 860 942-0365
Sent: Wednesday, January 3, 2024 7:43 AM
To: CMS FOIA Request
CC: ABI RESOURCES 860 942-0365
Subject: 01.03.2024 FOIA Michael Slitt Freedom of Information Act Expedited Processing Requested Freedom ...

Date: 01.02.2024

Subject: Freedom of Information Act Request – Expedited Processing Requested
Request for Information under the Freedom of Information Act – Michael
Slitt's michael.slitt@ct.gov

Dear FOIA Officer,

I am submitting this request under the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq., to obtain records pertaining to Michael Slitt's role and activities within the Connecticut Medicaid Acquired Brain Injury Waiver Program, David Medeiros and ABI Resources. This request is made with the utmost seriousness and urgency to obtain comprehensive records concerning Michael Slitt's involvement in the Connecticut Medicaid Acquired Brain Injury Waiver Program, and any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation. I am writing to submit a request under the Connecticut Freedom of Information Act, and Conn. Gen. Stat. § 1-200 et seq. As a brain injury survivor, stroke survivor, and founder of ABI Resources, a company providing disability support services.

Expedited Processing Request:

The nature of this request is critical due to its direct connection with the legal case (David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220) and the Whistleblower Comprehensive Grievance reports concerning the ABI Waiver Program. Given these circumstances, I am requesting expedited processing.

Specific Information Requested:

To gain a thorough understanding of Mr. Slitt's involvement in the program, I request the following:

All legal cases, including lawsuits or administrative proceedings, relating to civil rights violations, disability discrimination, or whistleblower retaliation within these programs. Complete records detailing Mr. Slitt's employment, roles, and responsibilities within the ABI Waiver Program as well as CHRO civil rights.

All written communications, including emails and memos, involving Ms. Slitt related to the program's operations.

Records of meetings, including minutes and notes, with Mr. Slitt's participation, pertinent to the program.

Reports, audits, or evaluations involving Mr. Slitt in the context of the program.

Records of Reports of any complaints, lawsuits, or grievances pertaining to civil rights or

whistleblower retaliation.

From the first date of employment to the present day.

All grievances, complaints, whistleblower complaints, and retaliation complaints.

This request seeks access to records pertaining to all grievances, complaints, whistleblower complaints, and retaliation complaints. This includes any legal cases, lawsuits, or administrative proceedings related to civil rights violations, disability discrimination, or whistleblower retaliation within Connecticut's various state-managed programs

The records are critical for understanding the dynamics of interactions within these programs, especially in the context of civil disability rights and whistleblower protections. They are pivotal for informed advocacy and ensuring compliance with legal and ethical standards in these vital areas.

I specifically refer to the case of David Medeiros v. State of CT Department of Social Services (CHRO No. 2410220), in which I am directly involved. This case underlines the urgent need for transparency and accountability within state-managed disability support programs. Given the direct connection of this request to the following

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by: David Medeiros and ABI Resources LLC Date: November 21, 2023 ABI Resources LLC 39 Kings Hwy STE C Gales Ferry, CT. 06226 860 942-0365
- 12.23.2023 Letter - Governor Ned Lamont: Addressing Systemic Failure in ADA Compliance and Disability Discrimination in Connecticut – A Call to Action Against Whistleblower Retaliation and the Failure of CT DSS and CHRO to Uphold Disability Rights.

Given my personal circumstances as a brain injury and stroke survivor, timely access to these records is not just a legal right but a necessity. The nature of my disabilities sometimes imposes barriers to effective self-advocacy and communication. Prompt access to these records is crucial for my ability to manage and respond to the challenges posed by my disabilities.

Under the FOIA, there is a provision for expedited processing when the requester demonstrates a compelling need. While there may not be an immediate physical threat in my case, the lack of timely information significantly impairs my rights and advocacy efforts, essential for my wellbeing and that of others relying on my support and expertise.

Therefore, I request that my FOIA application be processed on an expedited basis, recognizing these factors. Your prompt attention to this request would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

Should any part of my request be denied, I ask for a justification for all deletions by

reference to specific exemptions of the Act and expect the release of all segregable portions of otherwise exempt material. I reserve the right to appeal any decision to withhold information or deny a waiver of fees.

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections pertaining to these state-managed programs.

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- Birth to Three
- Board of Education and Services for the Blind
- Care4Kids
- Certified Community Behavioral Health Clinics
- Child Support
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- PCMH+ Member Information
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- Supplemental Nutrition Assistance Program - SNAP
- Temporary Family Assistance - TFA
- The Personal Care Attendant Program
- Welfare to Work (Department of Labor)
- Women Infants and Children – WIC

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections.

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- U.S. Senators Richard Blumenthal and Chris Murphy
 - U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
 - Connecticut Governor Ned Lamont
 - Lieutenant Governor Susan Bysiewicz
 - Secretary of State Denise Merrill
 - Attorney General William Tong
 - State Treasurer Shawn Wooden
 - State Comptroller Kevin Lembo
 - State Auditors John Geragosian and Rob Kane
 - U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
 - Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita
- Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
 - U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A.
- Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
 - Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
 - The Department of Labor DOL

- Government Accountability Office GAO
- Connecticut General Assembly CGA

Connecticut State Senate

- John Fonfara - District 1, Democratic
- Douglas McCrory - District 2, Democratic
- Saud Anwar - District 3, Democratic
- MD Rahman - District 4, Democratic
- Derek Slap - District 5, Democratic
- Rick Lopes - District 6, Democratic
- John Kissel - District 7, Republican
- Lisa Seminara - District 8, Republican
- Matthew L. Lesser - District 9, Democratic
- Gary Winfield - District 10, Democratic
- Martin Looney - District 11, Democratic
- Christine Cohen - District 12, Democratic
- Jan Hochadel - District 13, Democratic
- James Maroney - District 14, Democratic
- Joan Hartley - District 15, Democratic
- Robert C. Sampson - District 16, Republican
- Jorge Cabrera - District 17, Democratic
- Heather Somers - District 18, Republican
- Catherine Osten - District 19, Democratic
- Martha Marx - District 20, Democratic
- Kevin C. Kelly - District 21, Republican
- Marilyn Moore - District 22, Democratic
- Herron Gaston - District 23, Democratic
- Julie Kushner - District 24, Democratic
- Bob Duff - District 25, Democratic
- Ceci Maher - District 26, Democratic
- Patricia Miller - District 27, Democratic
- Tony Hwang - District 28, Republican
- Mae Flexer - District 29, Democratic
- Stephen Harding, Jr. - District 30, Republican
- Henri Martin - District 31, Republican
- Eric Berthel - District 32, Republican
- Norm Needleman - District 33, Democratic
- Paul Cicarella, Jr. - District 34, Republican
- Jeff Gordon - District 35, Republican
- Ryan Fazio - District 36, Republican【23†source】.
- Connecticut House of Representatives
- Matthew Ritter - District 1, Democratic
- Raghib Allie-Brennan - District 2, Democratic
- Minnie Gonzalez - District 3, Democratic
- Julio Concepcion - District 4, Democratic
- Maryam Khan - District 5, Democratic
- James B. Sánchez - District 6, Democratic

- Joshua Malik Hall - District 7, Democratic
- Tim Ackert - District 8, Republican
- Jason Rojas - District 9, Democratic
- Henry Genga - District 10, Democratic
- Jeffrey Currey - District 11, Democratic
- Geoff Luxenberg - District 12, Democratic
- Jason Doucette - District 13, Democratic
- Tom Delnicki - District 14, Republican
- Bobby Gibson - District 15, Democratic
- Melissa E. Osborne - District 16, Democratic
- Eleni Kavros DeGraw - District 17, Democratic
- Jillian Gilchrest - District 18, Democratic
- Tammy Exum - District 19, Democratic
- Kate Farrar - District 20, Democratic
- Mike Demicco - District 21, Democratic
- Francis Rexford Cooley - District 22, Republican
- Devin Carney - District 23, Republican
- Manny Sanchez - District 24, Democratic
- Bobby Sanchez - District 25, Democratic
- Peter Tercyak - District 26, Democratic
- Gary Turco - District 27, Democratic
- Amy Morrin Bello - District 28, Democratic
- Kerry Szeps Wood - District 29, Democratic
- Donna Veach - District 30, Republican
- Jill Barry - District 31, Democratic
- Christie Carpino - District 32, Republican
- Brandon Chafee - District 33, Democratic
- Irene Haines - District 34, Republican
- Chris Aniskovich - District 35, Republican
- Christine Palm - District 36, Democratic
- Holly Cheeseman - District 37, Republican
- Kathleen McCarty - District 38, Republican
- Anthony Nolan - District 39, Democratic
- Christine Conley - District 40, Democratic
- Aundré Bumgardner - District 41, Democratic
- Keith Denning - District 42, Democratic
- Greg Howard - District 43, Republican
- Anne Dauphinais - District 44, Republican
- Brian Lanoue - District 45, Republican
- Derell Wilson - District 46, Democratic
- Doug Dubitsky - District 47, Republican
- Mark DeCaprio - District 48, Republican
- Susan Johnson - District 49, Democratic
- Pat Boyd - District 50, Democratic
- Ricky Hayes - District 51, Republican
- Kurt Vail - District 52, Republican

- Tammy Nuccio - District 53, Republican
- Gregory Haddad - District 54, Democratic
- Steve Weir - District 55, Republican
- Kevin Brown - District 56, Democratic
- Jaime Foster - District 57, Democratic
- Tom Arnone - District 58, Democratic
- Carol Hall - District 59, Republican
- Jane Garibay - District 60, Democratic
- Tami Zawistowski - District 61, Republican
- Mark Anderson - District 62, Republican
- Jay Case - District 63, Republican
- Maria Horn - District 64, Democratic
- Michelle Cook - District 65, Democratic
- Karen Reddington-Hughes - District 66, Republican
- William Buckbee - District 67, Republican
- Joe Polletta - District 68, Republican
- Cindy Harrison - District 69, Republican
- Seth Bronko - District 70, Republican
- William Pizzuto - District 71, Republican
- Larry Butler - District 72, Democratic
- Ronald Napoli Jr. - District 73, Democratic
- Michael DiGiovancarlo - District 74, Democratic
- Geraldo Reyes - District 75, Democratic
- John Piscopo - District 76, Republican
- Cara Pavalock-D'Amato - District 77, Republican
- Joe Hoxha - District 78, Republican
- Mary Fortier - District 79, Democratic
- Gale Mastrofrancesco - District 80, Republican
- Christopher Poulos - District 81, Democratic
- Michael Quinn - District 82, Democratic
- Jonathan Fazzino - District 83, Democratic
- Hilda Santiago - District 84, Democratic
- Mary Mushinsky - District 85, Democratic
- Vincent Candelora - District 86, Republican
- Dave Yaccarino Sr. - District 87, Republican
- Joshua Elliott - District 88, Democratic
- Lezlye Zupkus - District 89, Republican
- Craig Fishbein - District 90, Republican
- Michael D'Agostino - District 91, Democratic
- Patricia Dillon - District 92, Democratic
- Toni Walker - District 93, Democratic
- Robyn Porter - District 94, Democratic
- Juan Candelaria - District 95, Democratic
- Roland J. Lemar - District 96, Democratic
- Alphonse Paolillo - District 97, Democratic
- Moira Rader - District 98, Democratic

- Joseph Zullo - District 99, Republican
- Kai Juanna Belton - District 100, Democratic
- John-Michael Parker - District 101, Democratic
- Robin Comey - District 102, Democratic
- Liz Linehan - District 103, Democratic
- Kara Rochelle - District 104, Democratic
- Nicole Klarides-Ditria - District 105, Republican
- Mitch Bolinsky - District 106, Republican
- Marty Foncello - District 107, Republican
- Pat Callahan - District 108, Republican
- Farley Santos - District 109, Democratic
- Bob Godfrey - District 110, Democratic
- Aimee Berger-Girvalo - District 111, Democratic
- Tony Scott - District 112, Republican
- Jason Perillo - District 113, Republican
- Mary Welander - District 114, Democratic
- Vacant - District 115
- Treneé McGee - District 116, Democratic
- Charles Ferraro - District 117, Republican
- Frank Smith - District 118, Democratic
- Kathy Kennedy - District 119, Republican
- Laura Dancho - District 120, Republican
- Joe Gresko - District 121, Democratic
- Ben McGorty - District 122, Republican
- David Rutigliano - District 123, Republican
- Andre Baker - District 124, Democratic
- Tom O'Dea - District 125, Republican
- Fred Gee Jr. - District 126, Democratic
- Marcus Brown - District 127, Democratic
- Christopher Rosario - District 128, Democratic
- Steven Stafstrom - District 129, Democratic
- Antonio Felipe - District 130, Democratic
- David Labriola - District 131, Republican
- Michael Leeper - District 132, Democratic
- Cristin Vahey - District 133, Democratic
- Sarah Keitt - District 134, Democratic
- Anne Hughes - District 135, Democratic
- Jonathan Steinberg - District 136, Democratic
- Kadeem Roberts - District 137, Democratic
- Rachel Chaleski - District 138, Republican
- Kevin Ryan - District 139, Democratic
- Travis Simms - District 140, Democratic
- Tracy Marra - District 141, Republican
- Lucy Dathan - District 142, Democratic
- Dominique Johnson - District 143, Democratic
- Hubert Delany - District 144, Democratic

- Corey Paris - District 145, Democratic
- David Michel - District 146, Democratic
- Matt Blumenthal - District 147, Democratic
- Anabel Figueroa - District 148, Democratic
- Rachel Khanna - District 149, Democratic
- Steve Meskers - District 150, Democratic
- Hector Arzeno - District 151, Democratic

As well as communication with recognized esteemed organizations.
National and International Organizations:

- American Association of People with Disabilities (AAPD)
- The Consortium for Citizens with Disabilities (CCD)
- Disability Rights Education and Defense Fund (DREDF)
- Disabled in Action (DIA)
- Equip for Equality
- National Disability Rights Network (NDRN)
- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

National Whistleblower / Retaliation Advocates

- Government Accountability Project (GAP)
- The Whistleblower Project
- ExposeFacts
- Freedom of the Press Foundation
- National Whistleblower Center
- Project On Government Oversight (POGO)
- Public Employees for Environmental Responsibility (PEER)
- Whistleblower Aid

News Media Outlets and Journalists:

Reporters Committee for Freedom of the Press, The New York Times, The Washington Post The Associated Press (AP), ProPublica, The Wall Street Journal, National Public Radio (NPR) Reuters, CNN, BuzzFeed News, VICE News, Fox News, NBC, MSNBC etc.

Reason for Expedition and Personal Circumstances:

As a survivor of a brain injury and stroke, my condition necessitates prompt access to the requested information. The nature of my disabilities can sometimes impose barriers to effective self-advocacy and communication. Timely access to these records is not just a matter of legal right but also a critical component of my ability to manage and respond to the challenges posed by my disabilities.

The potential delay in receiving this information could significantly impact my ability to effectively advocate for myself and others in similar situations. The information requested is crucial for ensuring that rights are not just upheld but actively protected, particularly in the context of disability support and advocacy.

Under the FOIA, there is provision for expedited processing when the person requesting the information demonstrates a compelling need. According to the FOIA, a compelling need is defined as a situation where failure to obtain the requested records could reasonably be expected to pose an imminent threat to the life or physical safety of an individual. In my case, while there may not be an immediate physical threat, the lack of timely information significantly impairs my rights and advocacy efforts, which are essential for my wellbeing and that of others who rely on my support and expertise.

Therefore, I kindly request that my FOIA application be processed on an expedited basis, in recognition of these factors. Your prompt attention to this request would be greatly appreciated and would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I will also expect you to release all segregable portions of otherwise exempt material. I reserve the right to appeal your decision to withhold any information.

Communication Accommodations:

Due to my personal circumstances, including living with a brain injury and being a stroke survivor, I find electronic forms of communication are more effective for my full participation and understanding. These methods allow me to better process, comprehend, and reference the details of our interactions. I kindly request that all communications regarding this FOIA request, including any acknowledgments, updates, or responses, be directed to me via email or written correspondence.

Your cooperation in this regard is not only a legal compliance matter but also an acknowledgment of the accommodations necessary for effective communication and information access.

A prompt and detailed response to this request is essential for the transparent and accountable functioning of the Connecticut Medicaid ABI Waiver Program. Your attention to this matter will significantly contribute to ongoing advocacy self advocacy efforts and policy analysis in this critical area of public health and disability support.

Thank you for your prompt attention to this request.

Best regards,

David Medeiros

ABI Resources

Medicaid Acquired Brain Injury ABI Waiver Program Provider

<[HTTPS://WWW.CTBRAININJURY.COM](https://www.ctbraininjury.com)>

From: ABI RESOURCES 860 942-0365
Sent: Wednesday, January 3, 2024 10:42 AM
To: CMS FOIA Request
CC: ABI RESOURCES 860 942-0365
Subject: 01.02.2024 FOIA. Care Management. Freedom of Information Act Expedited Processing Requested. ADA...

Date: 01.02.2024

Subject: Freedom of Information Act Request – Expedited Processing Requested
Request for Information under the Freedom of Information Act.
ADA The Americans with Disabilities Act (ADA)
The Whistleblower Protection Act (WPA)

Dear FOIA Officer Appropriate Authority/Agency,

I am writing to submit a formal request under the provisions of the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq. This request pertains to obtaining detailed records and communications involving all Connecticut state employees, care management providers associated with Connecticut Community Care, and other relevant parties in relation to the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program and other state and federally funded programs for the disabled.

Scope of Request:

All Communications and Correspondences: This includes emails, memos, letters, and other forms of communication between state employees and care management providers under the Connecticut Community Care umbrella, with a focus on those relating to the Connecticut Department of Social Services and the Connecticut Commission on Human Rights and Opportunities.

Activities and Involvement Records: Detailed documentation of activities, roles, and involvement of all Connecticut government employees within the Connecticut Medicaid ABI Waiver Program, including but not limited to, my involvement as David Medeiros and my organization, ABI Resources.

Justification and Context:

All legal cases, including lawsuits or administrative proceedings, relating to civil rights violations, disability discrimination, or whistleblower retaliation within these programs. Complete records detailing roles, and responsibilities within the ABI Waiver Program. All written communications, including emails and memos, involving related to the program's operations.

Records of meetings, including minutes and notes, with participation, pertinent to the program.

Reports, audits, or evaluations involving the context of the program.

Records of Reports of any complaints, lawsuits, or grievances pertaining to civil rights or

whistleblower retaliation.
From 2014 to the present day.

All grievances, complaints, whistleblower complaints, critical incidents, and retaliation complaints.

Julia Evans Star	julia.evans.starr@ctcommunitycare.org	
Erin Kane	erin.kane@ctcommunitycare.org	
Danielle Gabor	danielle.gabor@ctcommunitycare.org	
SUPERVISOR	Ronald Sturm	
Ronald.Sturm@ctcommunitycare.org		
CARE MANAGER	Doreen Andrew	
Doreen.Andrew@ctcommunitycare.org		
CARE MANAGER	Luisa DiNino-Jones	
Luisa.DiNino-Jones@ctcommunitycare.org		
CARE MANAGER	James Hexter	
james.hexter@ctcommunitycare.org		
CARE MANAGER	Rachael Meade	
Rachael.Meade@ctcommunitycare.org		
CARE MANAGER	Michael Murphy	Michael.Murphy@ctcommunitycare.org
CARE MANAGER	Trecia Reid	Trecia.Reid@ctcommunitycare.org
CARE MANAGER	Carol Weber	Carol.Weber@ctcommunitycare.org
SUPERVISOR	Randell Wilson	
Randell.Wilson@ctcommunitycare.org		
CARE MANAGER	Sue Carserino	
sue.carserino@ctcommunitycare.org		
CARE MANAGER	Donna Grieder	
Donna.Grieder@ctcommunitycare.org		
CARE MANAGER	Alise Rangasammy	
alise.rangasammy@ctcommunitycare.org		
CARE MANAGER	Margaret Rucker	Margaret.Rucker@ctcommunitycare.org
CARE MANAGER	Amy Santos	Amy.Santos@ctcommunitycare.org
CARE MANAGER	Yasmina Sims	
Yasmina.Sims@ctcommunitycare.org		
COORDINATOR	Jilline Gonzalez	
jilline.gonzalez@ctcommunitycare.org		
CARE MANAGER	Deleise Gordon	
CARE MANAGER	Elizabeth Kirhoffer	
elizabeth.kirhoffer@ctcommunitycare.org		
CARE MANAGER	Jennifer Roads	
Jennifer.Roads@ctcommunitycare.org		
CARE MANAGER	Danielle Soto	
CARE MANAGER	Olivia Swerling	
Olivia.Swerling@ctcommunitycare.org		
COORDINATOR	Jilline Gonzalez	

jilline.gonzalez@ctcommunitycare.org
SUPERVISOR Kiomara Cruz
Kiomara.Cruz@ctcommunitycare.org
SUPERVISOR Dawn Grenier
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SUPERVISOR Randell Wilson
Randell.Wilson@ctcommunitycare.org
SPECIALIZED CARE Carrie Belekewicz carrie.belekewicz@ctcommunitycare.org
SPECIALIZED CAR Claudine Brissett
Claudine.Brissett@ctcommunitycare.org
SPECIALIZED CARE Shana Chesanek shana.chesanek@ctcommunitycare.org
CARE MANAGER Julie Eisenberg
Julie.Eisenberg@ctcommunitycare.org
CARE MANAGER Kathleen Hazelton kathleen.hazelton@ctcommunitycare.org
CARE MANAGER Danielle Lonergan
CARE MANAGER Sheri Mitchell
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CARE MANAGER Lyanne Peffley
Lyanne.Peffley@ctcommunitycare.org
CARE MANAGER Crystal Ruiz
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CARE MANAGER Amy Thomas Amy.Thomas@ctcommunitycare.org
CARE MANAGER Trisha Whiterock trisha.whiterock@ctcommunitycare.org
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TRANSITION COORDINATOR Shontai Butler
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TRANSITION COORDINATOR Melissa Cole
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TRANSITION COORDINATOR Azara Francis
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TRANSITION COORDINATOR Mariadel Gonzalez
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TRANSITION COORDINATOR Paris Henry
Paris.Henry@ctcommunitycare.org
TRANSITION COORDINATOR Michelle Hunnicutt
michelle.hunnicutt@ctcommunitycare.org
TRANSITION COORDINATOR Gloria Jubrey
gloria.jubrey@ctcommunitycare.org
TRANSITION COORDINATOR Tara Kearney
Tara.Kearney@ctcommunitycare.org
TRANSITION COORDINATOR Saidah McKinley
TRANSITION COORDINATOR Leyda Ortiz leyda.ortiz@ctcommunitycare.org
TRANSITION COORDINATOR Jessenia Perez
Jessenia.Perez@ctcommunitycare.org
TRANSITION COORDINATOR Quinttieja Scott

quinntieja.scott@ctcommunitycare.org
 TRANSITION COORDINATOR Keyla Sical
 Keyla.Sical@ctcommunitycare.org
 TRANSITION COORDINATOR Alyssa Torres
 Alyssa.Torres@ctcommunitycare.org
 TRANSITION COORDINATOR Bria Wilson bria.wilson@ctcommunitycare.org
 HOUSING COORDINATOR Joseph Ashley
 joshua.vaughn@ctcommunitycare.org
 HOUSING COORDINATOR Clarissa Candelaria
 clarissa.candelaria@ctcommunitycare.org
 HOUSING COORDINATOR Katrina Frink
 katrinia.frink@ctcommunitycare.org
 HOUSING COORDINATOR Lydia Gomez
 lydia.gomez@ctcommunitycare.org
 HOUSING COORDINATOR Tomiko Grant
 tomiko.grant@ctcommunitycare.org
 HOUSING COORDINATOR Carol Lee carol.lee@ctcommunitycare.org
 HOUSING COORDINATOR Kaila Malloy
 kaila.malloy@ctcommunitycare.org
 HOUSING COORDINATOR Joselyn Rosario
 Joselyn.Rosario@ctcommunitycare.org
 HOUSING COORDINATOR Belinda Sierra
 belinda.sierra@ctcommunitycare.org
 HOUSING COORDINATOR Kejarenee Suggs
 Keja.Suggs@ctcommunitycare.org
 HOUSING COORDINATOR Crystal Wise
 Crystal.Wise@ctcommunitycare.org

This request seeks access to records pertaining to all grievances, complaints, whistleblower complaints, and retaliation complaints. This includes any legal cases, lawsuits, or administrative proceedings related to civil rights violations, disability discrimination, or whistleblower retaliation within Connecticut's various state-managed programs

The records are critical for understanding the dynamics of interactions within these programs, especially in the context of civil disability rights and whistleblower protections. They are pivotal for informed advocacy and ensuring compliance with legal and ethical standards in these vital areas.

I specifically refer to the case of David Medeiros v. State of CT Department of Social Services (CHRO No. 2410220), in which I am directly involved. This case underlines the urgent need for transparency and accountability within state-managed disability support programs. Given the direct connection of this request to the following

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Resources LLC Date: November 21, 2023 ABI Resources LLC 39 Kings Hwy STE C
Gales Ferry, CT. 06226 860 942-0365

- 12.23.2023 Letter - Governor Ned Lamont: Addressing Systemic Failure in ADA Compliance and Disability Discrimination in Connecticut – A Call to Action Against Whistleblower Retaliation and the Failure of CT DSS and CHRO to Uphold Disability Rights.

Given my personal circumstances as a brain injury and stroke survivor, timely access to these records is not just a legal right but a necessity. The nature of my disabilities sometimes imposes barriers to effective self-advocacy and communication. Prompt access to these records is crucial for my ability to manage and respond to the challenges posed by my disabilities.

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Therefore, I request that my FOIA application be processed on an expedited basis, recognizing these factors. Your prompt attention to this request would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

Should any part of my request be denied, I ask for a justification for all deletions by reference to specific exemptions of the Act and expect the release of all segregable portions of otherwise exempt material.

These records are crucial for understanding the dynamics of interactions within state and federally-funded programs and with these key figures in the context of civil disability rights and whistleblower protections, pertaining to these state-managed programs.

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- Department of Rehabilitation Services
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- Electronic Visit Verification
- Fatherhood Initiative of CT
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- Temporary Family Assistance - TFA
- The Personal Care Attendant Program
- Welfare to Work (Department of Labor)
- Women Infants and Children – WIC

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections.

Documentation from Federal and State Department Executives and Associated staff:

- Connecticut Department of Social Services Commissioner Andrea Barton Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
- U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
- Connecticut Governor Ned Lamont
- Lieutenant Governor Susan Bysiewicz
- Secretary of State Denise Merrill
- Attorney General William Tong
- State Treasurer Shawn Wooden
- State Comptroller Kevin Lembo
- State Auditors John Geragosian and Rob Kane
- U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
- Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
- U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A. Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
- Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
- The Department of Labor DOL
- Government Accountability Office GAO
- Connecticut General Assembly CGA

Connecticut State Senate

- John Fonfara - District 1, Democratic
- Douglas McCrory - District 2, Democratic
- Saud Anwar - District 3, Democratic
- MD Rahman - District 4, Democratic
- Derek Slap - District 5, Democratic
- Rick Lopes - District 6, Democratic
- John Kissel - District 7, Republican
- Lisa Seminara - District 8, Republican
- Matthew L. Lesser - District 9, Democratic
- Gary Winfield - District 10, Democratic
- Martin Looney - District 11, Democratic
- Christine Cohen - District 12, Democratic
- Jan Hochadel - District 13, Democratic
- James Maroney - District 14, Democratic
- Joan Hartley - District 15, Democratic
- Robert C. Sampson - District 16, Republican
- Jorge Cabrera - District 17, Democratic
- Heather Somers - District 18, Republican

- Catherine Osten - District 19, Democratic
- Martha Marx - District 20, Democratic
- Kevin C. Kelly - District 21, Republican
- Marilyn Moore - District 22, Democratic
- Herron Gaston - District 23, Democratic
- Julie Kushner - District 24, Democratic
- Bob Duff - District 25, Democratic
- Ceci Maher - District 26, Democratic
- Patricia Miller - District 27, Democratic
- Tony Hwang - District 28, Republican
- Mae Flexer - District 29, Democratic
- Stephen Harding, Jr. - District 30, Republican
- Henri Martin - District 31, Republican
- Eric Berthel - District 32, Republican
- Norm Needleman - District 33, Democratic
- Paul Cicarella, Jr. - District 34, Republican
- Jeff Gordon - District 35, Republican
- Ryan Fazio - District 36, Republican【23†source】.
- Connecticut House of Representatives
- Matthew Ritter - District 1, Democratic
- Raghib Allie-Brennan - District 2, Democratic
- Minnie Gonzalez - District 3, Democratic
- Julio Concepcion - District 4, Democratic
- Maryam Khan - District 5, Democratic
- James B. Sánchez - District 6, Democratic
- Joshua Malik Hall - District 7, Democratic
- Tim Ackert - District 8, Republican
- Jason Rojas - District 9, Democratic
- Henry Genga - District 10, Democratic
- Jeffrey Currey - District 11, Democratic
- Geoff Luxenberg - District 12, Democratic
- Jason Doucette - District 13, Democratic
- Tom Delnicki - District 14, Republican
- Bobby Gibson - District 15, Democratic
- Melissa E. Osborne - District 16, Democratic
- Eleni Kavros DeGraw - District 17, Democratic
- Jillian Gilchrest - District 18, Democratic
- Tammy Exum - District 19, Democratic
- Kate Farrar - District 20, Democratic
- Mike Demicco - District 21, Democratic
- Francis Rexford Cooley - District 22, Republican
- Devin Carney - District 23, Republican
- Manny Sanchez - District 24, Democratic
- Bobby Sanchez - District 25, Democratic
- Peter Tercyak - District 26, Democratic
- Gary Turco - District 27, Democratic

- Amy Morrin Bello - District 28, Democratic
- Kerry Szeps Wood - District 29, Democratic
- Donna Veach - District 30, Republican
- Jill Barry - District 31, Democratic
- Christie Carpino - District 32, Republican
- Brandon Chafee - District 33, Democratic
- Irene Haines - District 34, Republican
- Chris Aniskovich - District 35, Republican
- Christine Palm - District 36, Democratic
- Holly Cheeseman - District 37, Republican
- Kathleen McCarty - District 38, Republican
- Anthony Nolan - District 39, Democratic
- Christine Conley - District 40, Democratic
- Aundré Bumgardner - District 41, Democratic
- Keith Denning - District 42, Democratic
- Greg Howard - District 43, Republican
- Anne Dauphinais - District 44, Republican
- Brian Lanoue - District 45, Republican
- Derell Wilson - District 46, Democratic
- Doug Dubitsky - District 47, Republican
- Mark DeCaprio - District 48, Republican
- Susan Johnson - District 49, Democratic
- Pat Boyd - District 50, Democratic
- Ricky Hayes - District 51, Republican
- Kurt Vail - District 52, Republican
- Tammy Nuccio - District 53, Republican
- Gregory Haddad - District 54, Democratic
- Steve Weir - District 55, Republican
- Kevin Brown - District 56, Democratic
- Jaime Foster - District 57, Democratic
- Tom Arnone - District 58, Democratic
- Carol Hall - District 59, Republican
- Jane Garibay - District 60, Democratic
- Tami Zawistowski - District 61, Republican
- Mark Anderson - District 62, Republican
- Jay Case - District 63, Republican
- Maria Horn - District 64, Democratic
- Michelle Cook - District 65, Democratic
- Karen Reddington-Hughes - District 66, Republican
- William Buckbee - District 67, Republican
- Joe Polletta - District 68, Republican
- Cindy Harrison - District 69, Republican
- Seth Bronko - District 70, Republican
- William Pizzuto - District 71, Republican
- Larry Butler - District 72, Democratic
- Ronald Napoli Jr. - District 73, Democratic

- Michael DiGiovancarlo - District 74, Democratic
- Geraldo Reyes - District 75, Democratic
- John Piscopo - District 76, Republican
- Cara Pavalock-D'Amato - District 77, Republican
- Joe Hoxha - District 78, Republican
- Mary Fortier - District 79, Democratic
- Gale Mastrofrancesco - District 80, Republican
- Christopher Poulos - District 81, Democratic
- Michael Quinn - District 82, Democratic
- Jonathan Fazzino - District 83, Democratic
- Hilda Santiago - District 84, Democratic
- Mary Mushinsky - District 85, Democratic
- Vincent Candelora - District 86, Republican
- Dave Yaccarino Sr. - District 87, Republican
- Joshua Elliott - District 88, Democratic
- Lezlye Zupkus - District 89, Republican
- Craig Fishbein - District 90, Republican
- Michael D'Agostino - District 91, Democratic
- Patricia Dillon - District 92, Democratic
- Toni Walker - District 93, Democratic
- Robyn Porter - District 94, Democratic
- Juan Candelaria - District 95, Democratic
- Roland J. Lemar - District 96, Democratic
- Alphonse Paolillo - District 97, Democratic
- Moira Rader - District 98, Democratic
- Joseph Zullo - District 99, Republican
- Kai Juanna Belton - District 100, Democratic
- John-Michael Parker - District 101, Democratic
- Robin Comey - District 102, Democratic
- Liz Linehan - District 103, Democratic
- Kara Rochelle - District 104, Democratic
- Nicole Klarides-Ditria - District 105, Republican
- Mitch Bolinsky - District 106, Republican
- Marty Foncello - District 107, Republican
- Pat Callahan - District 108, Republican
- Farley Santos - District 109, Democratic
- Bob Godfrey - District 110, Democratic
- Aimee Berger-Girvalo - District 111, Democratic
- Tony Scott - District 112, Republican
- Jason Perillo - District 113, Republican
- Mary Welander - District 114, Democratic
- Vacant - District 115
- Treneé McGee - District 116, Democratic
- Charles Ferraro - District 117, Republican
- Frank Smith - District 118, Democratic
- Kathy Kennedy - District 119, Republican

- Laura Dancho - District 120, Republican
- Joe Gresko - District 121, Democratic
- Ben McGorty - District 122, Republican
- David Rutigliano - District 123, Republican
- Andre Baker - District 124, Democratic
- Tom O'Dea - District 125, Republican
- Fred Gee Jr. - District 126, Democratic
- Marcus Brown - District 127, Democratic
- Christopher Rosario - District 128, Democratic
- Steven Stafstrom - District 129, Democratic
- Antonio Felipe - District 130, Democratic
- David Labriola - District 131, Republican
- Michael Leeper - District 132, Democratic
- Cristin Vahey - District 133, Democratic
- Sarah Keitt - District 134, Democratic
- Anne Hughes - District 135, Democratic
- Jonathan Steinberg - District 136, Democratic
- Kadeem Roberts - District 137, Democratic
- Rachel Chaleski - District 138, Republican
- Kevin Ryan - District 139, Democratic
- Travis Simms - District 140, Democratic
- Tracy Marra - District 141, Republican
- Lucy Dathan - District 142, Democratic
- Dominique Johnson - District 143, Democratic
- Hubert Delany - District 144, Democratic
- Corey Paris - District 145, Democratic
- David Michel - District 146, Democratic
- Matt Blumenthal - District 147, Democratic
- Anabel Figueroa - District 148, Democratic
- Rachel Khanna - District 149, Democratic
- Steve Meskers - District 150, Democratic
- Hector Arzeno - District 151, Democratic

As well as communication with recognized esteemed organizations.

National and International Organizations:

- American Association of People with Disabilities (AAPD)
- The Consortium for Citizens with Disabilities (CCD)
- Disability Rights Education and Defense Fund (DREDF)
- Disabled in Action (DIA)
- Equip for Equality
- National Disability Rights Network (NDRN)
- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

National Whistleblower / Retaliation Advocates

- Government Accountability Project (GAP)

- The Whistleblower Project
- ExposeFacts
- Freedom of the Press Foundation
- National Whistleblower Center
- Project On Government Oversight (POGO)
- Public Employees for Environmental Responsibility (PEER)
- Whistleblower Aid

News Media Outlets and Journalists:

Reporters Committee for Freedom of the Press, The New York Times, The Washington Post The Associated Press (AP), ProPublica, The Wall Street Journal, National Public Radio (NPR) Reuters, CNN, BuzzFeed News, VICE News, Fox News, NBC, MSNBC etc.

Reason for Expedition and Personal Circumstances:

As a survivor of a brain injury and stroke, my condition necessitates prompt access to the requested information. The nature of my disabilities can sometimes impose barriers to effective self-advocacy and communication. Timely access to these records is not just a matter of legal right but also a critical component of my ability to manage and respond to the challenges posed by my disabilities.

The potential delay in receiving this information could significantly impact my ability to effectively advocate for myself and others in similar situations. The information requested is crucial for ensuring that rights are not just upheld but actively protected, particularly in the context of disability support and advocacy.

Under the FOIA, there is provision for expedited processing when the person requesting the information demonstrates a compelling need. According to the FOIA, a compelling need is defined as a situation where failure to obtain the requested records could reasonably be expected to pose an imminent threat to the life or physical safety of an individual. In my case, while there may not be an immediate physical threat, the lack of timely information significantly impairs my rights and advocacy efforts, which are essential for my wellbeing and that of others who rely on my support and expertise.

Therefore, I kindly request that my FOIA application be processed on an expedited basis, in recognition of these factors. Your prompt attention to this request would be greatly appreciated and would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I will also expect you to release all segregable portions of otherwise exempt material. I reserve the right to appeal your decision to withhold any information.

Communication Accommodations:

Due to my personal circumstances, including living with a brain injury and being a stroke survivor, I find electronic forms of communication are more effective for my full participation and understanding. These methods allow me to better process, comprehend, and reference the details of our interactions. I kindly request that all communications regarding this FOIA request, including any acknowledgments, updates, or responses, be directed to me via email or written correspondence.

Your cooperation in this regard is not only a legal compliance matter but also an acknowledgment of the accommodations necessary for effective communication and information access.

A prompt and detailed response to this request is essential for the transparent and accountable functioning of the Connecticut Medicaid ABI Waiver Program. Your attention to this matter will significantly contribute to ongoing advocacy self advocacy efforts and policy analysis in this critical area of public health and disability support.

Thank you for your prompt attention to this request.

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider
<[HTTPS://WWW.CTBRAININJURY.COM](https://www.ctbraininjury.com)>



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>

Date : 01.12.2024

To the attention of all pertinent Governmental Departments:

U.S. Department of Health & Human Services (HHS)

Hubert H. Humphrey Building,
200 Independence Avenue, S.W.,
Washington, D.C. 20201.

Centers for Medicare & Medicaid Services (CMS)

7500 Security Boulevard,
Baltimore, Maryland 21244-1850

U.S. Department of Justice Civil Rights Division Disability Rights Section

950 Pennsylvania Avenue, NW
Washington, D.C. 20530-0001

**U.S. Department of Labor, Occupational Safety and Health
Administration,**

200 Constitution Ave NW,
Washington, DC 20210

Government Accountability Office (GAO)

Address: 441 G St., NW,
Washington, DC 20548

U.S. Department of Justice, Office of the Inspector General, DOJ OIG

950 Pennsylvania Avenue, NW, Washington, D.C. 20530-0001

**U.S. Office of Inspector General, Department of Health and Human
Services (HHS OIG)**

Subject: Notice Regarding HHS CMS Medicaid Administration in Connecticut, FOIA Non-Compliance, ADA Concerns, and Whistleblower Retaliations. Complaint, Appeals, and Request for Transparency

I. Introduction:

I, David Medeiros, as a brain injury and stroke survivor, founder of ABI Resources, and a dedicated advocate for ethical healthcare administration, am writing to formally address grave concerns regarding the U.S. Department of Health and Human Services (HHS) and its Centers for Medicare & Medicaid Services (CMS) in their administration of the Medicaid program in Connecticut. These concerns are magnified by systemic non-compliance with the Freedom of Information Act (FOIA), violations of the Americans with Disabilities Act (ADA), and personal experiences of whistleblower retaliation.

II. Detailed Legal Framework and Concerns:

ADA Compliance Issues:

Breaches of the ADA of 1990 (42 U.S.C. § 12101 et seq.) and the ADAAA, which ensure non-discriminatory treatment and equal access for individuals with disabilities, have been observed.

Whistleblower Protection and Retaliation:

I am protected under key statutes, including the Whistleblower Protection Act of 1989 (5 U.S.C. § 2302(b)(8)) and the Sarbanes-Oxley Act of 2002 (18 U.S.C. § 1514A). My experiences suggest a failure to uphold these protections, warranting immediate investigation and rectification.

Violations of Medicaid Regulations:

Significant deviations from Title XIX of the Social Security Act (42 U.S.C. §§ 1396 - 1396w-5) and

Federal Medicaid Regulations (42 CFR Parts 430 to 456), raising concerns about compliance with federal-state cooperative principles, funding regulations, and service delivery standards.

Potential APA Violations:

Possible violations of the Administrative Procedure Act (5 U.S.C. § 706) due to CMS's arbitrary and capricious actions in overseeing Connecticut's Medicaid program.

FFP Regulations Non-Adherence:

Apparent non-adherence to 42 CFR Part 433, which governs the oversight of federal funding and matching funds for Medicaid.

III. In-Depth Analysis of FOIA and ADA Non-Compliance:

Systematic FOIA Non-Compliance:

My FOIA requests, crucial for ensuring transparency and accountability in Medicaid administration, have been met with persistent delays and a disconcerting lack of responsiveness. This systematic non-compliance is a direct violation of 5 U.S.C. § 552. Such delays not only hinder my ability to engage in informed advocacy but also erode public trust in the administration of justice and government transparency.

The need for expedited processing of these requests is not only a legal requirement as outlined in 5 U.S.C. § 552(a)(6)(E) but also a moral imperative. The information contained within these requests is pivotal for public understanding and oversight of government operations, especially concerning the administration of critical healthcare services.

Failure to Accommodate under the ADA:

The lack of adequate ADA accommodations, particularly in the context of communication and information dissemination, constitutes a significant barrier to my effective participation in advocacy.

As a person with disabilities, the failure to provide these accommodations is not only a breach of the

ADA (42 U.S.C. § 12101 et seq.) but also a denial of my basic rights to access information and participate in public life.

This failure has materially impaired my ability to represent not only my interests but also those of the wider community of individuals with similar disabilities. The provision of adequate accommodations is a legal obligation under the ADA, essential for ensuring that individuals with disabilities can effectively advocate for their rights and engage in meaningful dialogue with government entities.

IV. Immediate Action:

Ensuring Compliance with FOIA and ADA:

The prompt processing of all pending, closed FOIA requests is an uncompromisable requirement.

This is not a mere procedural necessity but a fundamental aspect of ensuring transparency and accountability in the administration of public health. Each day of delay in processing these requests represents a continued breach of public trust and legal duty.

In parallel, the establishment of necessary ADA accommodations is of equal urgency. These accommodations are critical for ensuring that I, and others in similar circumstances, can effectively communicate, access vital information, and participate fully in advocacy and policy discussions. The current inadequacies in ADA accommodations are not only a violation of legal mandates but also a barrier to meaningful participation in matters of public health and policy. Immediate action to rectify these inadequacies is non-negotiable.

V. Legal Concerns

- **ADA Compliance:** Reported breaches in compliance with the Americans with Disabilities Act (42 U.S.C. § 12101 et seq.).
- **Whistleblower Protection:** Concerns about non-compliance with the Whistleblower

Protection Act of 1989 (5 U.S.C. § 2302(b)(8)) and the Sarbanes-Oxley Act of 2002 (18 U.S.C. § 1514A).

- **Medicaid Regulation Violations:** Concerns about deviations from Title XIX of the Social Security Act (42 U.S.C. §§ 1396 - 1396w-5) and Federal Medicaid Regulations (42 CFR Parts 430 to 456).
- **APA and False Claims Act:** Potential violations under the Administrative Procedure Act (5 U.S.C. § 706) and the False Claims Act (31 U.S.C. §§ 3729 - 3733).

VI . FOIA and ADA Compliance Analysis

- **FOIA Delays:** Issues with the processing of FOIA requests (5 U.S.C. § 552), impacting transparency.
- **ADA Accommodations:** Inadequate ADA accommodations (42 U.S.C. § 12101 et seq.), hindering effective advocacy.

FCMS/ES	010920247054	1/9/2024	1/9/2024	MEDEIROS, DAVID
	New SWIFT Document 010920247054			Closed OPOLE
FCMS/ES	010920247033	1/9/2024	1/9/2024	MEDEIROS, DAVID
	Communication between CT State employees and care management providers			
	Response Pending REG 01			
FCMS/ES	010820247061	1/8/2024	1/8/2024	MEDEIROS, DAVID
	Whistleblower, Retaliation, etc. information			
	Response Pending OEOCR			
FCMS/ES	011020247058	1/6/2024	1/6/2024	MEDEIROS, DAVID
	OCR Complaint - Reference Number: 01-24-551819			Closed

FCMS/ES	010620247001	1/6/2024	1/6/2024	MEDEIROS, DAVID
OCR Reference Number: 01-24-551819				
Response Pending OEOCR				
FCMS/ES	010820247065	1/3/2024	1/3/2024	MEDEIROS, DAVID
Michael Slitt's role and activities within the Connecticut Medicaid Acquired Brain Injury Waiver Program				
Closed				
FCMS/ES	010920247077	1/3/2024	1/3/2024	MEDEIROS, DAVID
Binder Comprehensive FOIA Request for Records on Disability Rights and Whistleblower Protections New				
FCMS/ES	010320247010	1/3/2024	1/3/2024	MEDEIROS, DAVID
CT -- Michael Slitt's involvement in the Connecticut Medicaid Acquired Brain Injury Waiver Program				
Response Review REG 01				
FCMS/ES	010320247031	1/3/2024	1/3/2024	MEDEIROS, DAVID
Medicaid Acquired Brain Injury (CT)				
Response Pending REG 01				
FCMS/ES	010920247074	1/3/2024	1/3/2024	MEDEIROS, DAVID
Records on Matthew S. Antonetti's Government Interactions Regarding David Medeiros, ABI Resources, and Medicaid ABI Waiver Program				
Response Review REG 01				
FCMS/ES	010220247012	1/2/2024	1/2/2024	MEDEIROS, DAVID
CT -- State of CT, Department of Social Services, CHRO No. 2410220				
Response Review CMCS				
FCMS/ES	122620237029	12/26/2023	12/26/2023	MEDEIROS, DAVID

Correspondence from State of CT
Response Review REG 01

FCMS/ES	122320237001	12/23/2023	12/23/2023	MEDEIROS, DAVID	
				Connecticut - Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program	Closed
FCMS/ES	122320237002	12/23/2023	12/23/2023	MEDEIROS, DAVID	
				CT -- Connecticut Medicaid ABI Waiver Program	Closed
FCMS/ES	122120237092	12/21/2023	12/21/2023	MEDEIROS, DAVID	
				ABI Resources New	
FCMS/ES	122120237090	12/21/2023	12/21/2023	MEDEIROS, DAVID	
				CT -- Associated Connecticut Matters	
				Response Review REG 01	
FCMS/ES	010220247006	12/21/2023	12/21/2023	MEDEIROS, DAVID	
				Re: 12.18.2023 FOIA Request detailed records related to the stop of companion authorizations with...	
				Response Review CMCS	
FCMS/ES	121820237006	12/18/2023	12/18/2023	MEDEIROS, DAVID	
				New SWIFT Document 121820237006	Closed OPOLE
FCMS/ES	121220237012	12/12/2023	12/12/2023	MEDEIROS, DAVID	
				Request for information on Dr. Nichole Collins (CT)	
				Response Pending CMCS	
FCMS/ES	121220237017	12/12/2023	12/12/2023	MEDEIROS, DAVID	
				Request information on Dr. Michelle Brisma (CT)	Closed CMCS

FCMS/ES	121320237012	12/11/2023	12/11/2023	MEDEIROS, DAVID
12.11.2023 CMS HHS FOIA Freedom of Information Request. CMS and HHS records and documents that pe...				
Response Review CMCS				
FCMS/ES	111920237001	11/19/2023	11/19/2023	MEDEIROS, DAVID
Medicaid Acquired Brain Injury (ABI) Waiver Programs 1 and 2 Closed CMCS				
FCMS/ES	111920237002	11/19/2023	11/19/2023	MEDEIROS, DAVID
Cognitive Behavioral Services Behavior Analysts in Medicaid ABI Waiver				
Response Pending CMCS				
FCMS/ES	111920237003	11/19/2023	11/19/2023	MEDEIROS, DAVID
Care Management Consultation Services in Medicaid ABI Waiver				
Response Review CMCS				
FCMS/ES	111920237004	11/19/2023	11/19/2023	MEDEIROS, DAVID
Acquired Brain Injury (ABI) Waiver Program				
Response Review CMCS				
FCMS/ES	111920237005	11/19/2023	11/19/2023	MEDEIROS, DAVID
Connecticut Department of Social Services Office of Legal Affairs, Regulations, and				
Administrative Hearings				
Response Review CMCS				
FCMS/ES	111920237006	11/19/2023	11/19/2023	MEDEIROS, DAVID
Medicaid Acquired Brain Injury (ABI) Waiver Programs				
Response Review CMCS				
FCMS/ES	103020237004	10/30/2023	10/30/2023	MEDEIROS, DAVID
Medicaid Acquired Brain Injury (ABI) Waiver Programs, Closed CMCS				

FCMS/ES	102320237021	10/23/2023	10/23/2023	MEDEIROS, DAVID	
	New SWIFT Document 102320237021				Closed
FCMS/ES	102320237015	10/23/2023	10/23/2023	MEDEIROS, DAVID	
	CMS Acquired Brain Injury (ABI) Waiver Program and Consumer Compensation Response Review CMCS				
FCMS/ES	101720237011	10/17/2023	10/17/2023	MEDEIROS, DAVID	
	ABI Waiver programs				Closed CMCS
FCMS/ES	101720237013	10/17/2023	10/17/2023	MEDEIROS, David	
	Goodwill through the Medicaid Connecticut ABI Waiver programs				Closed
FCMS/ES	101720237008	10/17/2023	10/17/2023	MEDEIROS, David	
	The Supported Living Group through the Medicaid Connecticut ABI Waiver programs				Closed CMCS
FCMS/ES	101720237010	10/17/2023	10/17/2023	MEDEIROS, DAVID	
	Goodwill through the Medicaid Connecticut ABI Waiver programs				Closed CMCS
FCMS/ES	101720237012	10/17/2023	10/17/2023	MEDEIROS, DAVID	
	Project Genesis through the Medicaid Connecticut ABI Waiver programs Response Review CMCS				
FCMS/ES	092920237066	9/29/2023	9/29/2023	MEDEIROS, DAVID	
	Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program, Records Review CMCS				
FCMS/ES	092620237001	9/26/2023	9/26/2023	MEDEIROS, DAVID	
	Federal Medicaid ABI Waiver Program & Money				Closed
FCMS/ES	092020237008	9/20/2023	9/20/2023	MEDEIROS, DAVID	

"The Supported Living Group"

Closed OPOLE

FCMS/ES 082420237010 8/24/2023 8/24/2023 MEDEIROS, DAVID
Connecticut Medicaid Programs **Closed REG 01**

FCMS/ES 082420237012 8/24/2023 8/24/2023 MEDEIROS, DAVID
Connecticut Medicaid ABI (Acquired Brain Injury) Waiver Program over the past five years
Response Review CMCS

FCMS/ES 070520237049 7/5/2023 7/5/2023 MEDEIROS, DAVID
Name and title of the current Commissioner of the Connecticut Department of Social Services **Closed**

FCMS/ES 070520237047 7/5/2023 7/5/2023 MEDEIROS, DAVID
Connecticut Medicaid ABI Waiver Program Protocols **Closed CMCS**

FCMS/ES 060520237010 6/5/2023 6/5/2023 MEDEIROS, DAVID
position titles of all employees within the Connecticut Department of Social Services (DSS) and COU Community Options Unit **Closed CMCS**

FCMS/ES 060120237056 6/1/2023 6/1/2023 MEDEIROS, DAVID
Connecticut Community Care (CCC) and the Connecticut Department of Social Services (DSS), as well as the Community Options Unit (COU), pertaining to ABI Resources LLC. **Closed CMCS**

FCMS/ES 051520237013 5/15/2023 5/15/2023 MEDEIROS, DAVID
ABI Waivers **Closed**

FCMS/ES 050320237021 5/3/2023 5/3/2023 MEDEIROS, DAVID
Connecticut Acquired Brain Injury (ABI) Waiver I Program **Closed CMCS**

FCMS/ES	042720237060	4/27/2023	4/27/2023	MEDEIROS, DAVID
	ABI Waiver Programs			Closed CMCS
FCMS/ES	040420237036	4/4/2023	4/4/2023	MEDEIROS, DAVID
	Connecticut Community Care (CCC) referral system			Closed OPOLE
FCMS/ES	040420237037	4/4/2023	4/4/2023	MEDEIROS, DAVID
	Money Follows the Person (MFP) (CT)			
	Response Pending CMCS			
FCMS/ES	032820237017	3/28/2023	3/28/2023	MEDEIROS, DAVID
	Connecticut's Medicaid ABI Waiver and Money Following the Person Program			Closed CMCS
FCMS/ES	111520227061	11/15/2022	11/15/2022	MEDEIROS, DAVID
	The Supported Living Group LLC			Closed CMCS

In this spirit, I reach out not just as an individual advocating for personal rights, but as a member of a larger community seeking to uphold the principles of equality, transparency, and ethical governance. I believe that through mutual understanding, respect, and collaboration, we can overcome the challenges before us.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid ABI Waiver Program Support Provider.



The following list contains the entire submission submitted May 03, 2023 10:45:03am ET, and is formatted for ease of viewing and printing.

Contact information

First name	DAVID
Last name	MEDEIROS
Mailing Address	39 Kings Highway, STE C STE C
City	Gales Ferry
State/Province	CT
Postal Code	06335
Country	United States
Phone	8604633638
Fax	860 465-9591
Company/Organization	ABI RESOURCES LLC
Email	aabiwr@live.com

Request

Request ID	708051
Confirmation ID	707511

Subject: Freedom of Information Act Request Dear FOIA Agency Head, Under the Freedom of Information Act (FOIA), 5 U.S.C. § 552, I am requesting information related to the Connecticut Acquired Brain Injury (ABI) Waiver 1 program and the involvement of Connecticut Community Care Inc. (CCC) Care Managers. Specifically, I am seeking answers to the following questions: What Medicaid service is being billed for ABI Waiver 1 consumers who receive services from CCC Care Managers? Is the billing code 1549P (Consultation Services for ABI Waiver 2) being used for ABI Waiver 1 programs? How many ABI Waiver 1 consumers are currently receiving services from Connecticut Community Care Inc? What is the total amount billed and paid to CCC for Care Management Services under ABI Waiver 1? Where does the funding for Care Management services for ABI Waiver 1 consumers come from? Are ABI Waiver 1 consumers receiving free Care Management services from CCC? Is the use of Care Management services in the ABI Waiver 1 program in violation of any protocols or regulations? I would appreciate receiving the requested information in electronic format. Thank you for your attention to this matter. Sincerely, David Medeiros ABI Resources

Request description

Supporting documentation

Fees

Request category ID	media
Fee waiver	no

Expedited processing

Expedited Processing	yes

Explanation

Due to the urgency of this matter, I am formally requesting expedited processing of my FOIA request. I believe that this request meets the criteria for expedited processing as defined by 5 U.S.C. § 552(a)(6)(E) because it involves a compelling need for the information that could affect the well-being of a significant number of ABI Waiver 1 consumers. The requested information is essential to understanding the funding and billing practices related to Care Management services for ABI Waiver 1 consumers, and potential violations of the waiver protocols may have immediate consequences for the individuals involved.

The following list contains the entire submission submitted May 15, 2023 08:10:02am ET, and is formatted for ease of viewing and printing.

Contact information

First name	DAVID
Last name	MEDEIROS
Mailing Address	39 Kings Highway, STE C STE C
City	Gales Ferry
State/Province	CT
Postal Code	06335
Country	United States
Phone	8604633638
Company/Organization	ABI RESOURCES LLC
Email	aabiwr@live.com

Request

Request ID	719161
Confirmation ID	718616

Request description

Subject: Freedom of Information Act Request Dear FOIA Officer, Pursuant to the Freedom of Information Act (FOIA), I am requesting access to or copies of records pertaining to the Connecticut Money Follows the Person (MFP) program, Acquired Brain Injury (ABI) Waiver programs 1 and 2, and specifically the Connecticut ABI 1549P Consultation Services Funding. Please consider the following specific inquiries: How does the Department of Social Services (DSS) facilitate the distribution of Connecticut ABI 1549P Consultation Services Funding? Does the DSS provide Medicaid consumer referrals to Connecticut Community Care Inc., or to any other providers under the ABI 1549P Consultation Services? What is the Department of Social Services' role in providing Medicaid consumer information to 1549P consulting services agency providers? How does Connecticut Community Care Inc. receive referrals for ABI 1549P consultation services? Can you provide a detailed breakdown of the funds allocated for the Connecticut ABI 1549P Consultation Services program for the past 5 years? What are the eligibility criteria for Medicaid consumers to be referred for ABI 1549P consultation services? How many Medicaid consumers have been referred to Connecticut Community Care Inc. for ABI 1549P consultation services in the past five years? What monitoring mechanisms are in place to ensure the appropriate usage of the ABI 1549P Consultation Services Funding? How are the providers for ABI 1549P consultation services selected or approved by the DSS? How is the effectiveness of the ABI 1549P Consultation Services measured and evaluated? What accountability measures are in place to ensure the appropriate distribution and usage of the ABI 1549P Consultation Services Funding? How does the DSS ensure the adequate distribution of funds between the MFP program, ABI Waiver programs 1 and 2, and the ABI 1549P Consultation Services? What process does Connecticut Community Care Inc. follow to request and receive ABI 1549P consultation service referrals from the DSS? What criteria are used by the DSS to determine the allocation of the ABI 1549P Consultation Services Funding to different providers? How are Medicaid consumers informed about the availability of the ABI 1549P consultation services? Thank you for considering my request. Sincerely, David Medeiros ABI Resources

Supporting documentation

Fees

Request category ID	media
Fee waiver	no

Expedited processing

Expedited Processing	yes

Explanation

Dear FOIA Officer, I am writing to request expedited processing of my recent FOIA request pertaining to the Money Follows the Person (MFP) program, Acquired Brain Injury (ABI) Waiver programs 1 and 2, and specifically the Connecticut ABI 1549P Consultation Services Funding. Given the time-sensitive nature of this request and its relevance to ongoing public debates about the administration of these programs, I believe that delay in access to these records could lead to substantial harm to the public's understanding of the issues at hand.

The following list contains the entire submission submitted June 01, 2023 12:00:03pm ET, and is formatted for ease of viewing and printing.

Contact information

First name	DAVID
Last name	MEDEIROS
Mailing Address	39 Kings Highway, STE C STE C
City	Gales Ferry
State/Province	CT
Postal Code	06335
Country	United States
Phone	8604633638
Company/Organization	ABI RESOURCES LLC
Email	aabiwr@live.com

Request

Request ID	737711
Confirmation ID	737151

Attention: FOIA Compliance Officer Subject: Freedom of Information Act Request Dear FOIA Compliance Officer, Pursuant to the Connecticut Freedom of Information Act, Conn. Gen. Stat. §1-200 et seq., I am requesting access to and copies of the following records: All communications, including but not limited to emails, letters, memos, reports, text messages, phone call logs, meeting notes and minutes, between Connecticut Community Care (CCC) and the Connecticut Department of Social Services (DSS), as well as the Community Options Unit (COU), pertaining to ABI Resources LLC. Please note that this request specifically excludes personally identifiable information about consumers of the Medicaid ABI Waiver Program and the Money Follows the Person (MFP) Program. To clarify, I am not seeking any records containing the names or other personal identifiers of these consumers, in accordance with privacy laws and regulations. If any document within this request falls within an exemption of the act, please provide the document with the necessary redactions along with the legal basis for each redaction. Furthermore, should there be fees associated with fulfilling this request, please inform me in advance of the estimated cost. I would prefer the request filled electronically, by e-mail attachment. Thank you in advance for your cooperation. I look forward to receiving your response to this request within four business days, as the statute requires.

Request description

Supporting documentation

Fees

Request category ID	media
Fee waiver	no

Expedited processing

Expedited Processing	yes

The following list contains the entire submission submitted June 05, 2023 08:10:04am ET, and is formatted for ease of viewing and printing.

Contact information

First name	DAVID
Last name	MEDEIROS
Mailing Address	39 Kings Highway, STE C STE C
City	Gales Ferry
State/Province	CT
Postal Code	06335
Country	United States
Phone	8604633638
Company/Organization	ABI RESOURCES LLC
Email	davidmedeiros@live.com

Request

Request ID	740916
Confirmation ID	740356

Subject: Freedom of Information Act Request Dear Sir/Madam, I am writing to formally request information under the provisions of the Freedom of Information Act (FOIA), specifically seeking contact information and position titles of all employees within the Connecticut Department of Social Services (DSS) and COU Community Options Unit who are involved in providing services related to the Medicaid ABI Waiver Program and Money Follows the Person Programs. In particular, I kindly request the following details for each employee: Full Name: Please provide the full names of all employees involved in the provision of services for the Medicaid ABI Waiver Program and Money Follows the Person Programs. Contact Information: Please provide the contact information for each employee, including their work email address and telephone number. Position Titles: Please include the job titles or positions held by each employee mentioned above. I am making this request in order to facilitate open communication and promote collaboration in matters related to the Medicaid ABI Waiver Program and Money Follows the Person Programs. The information requested will assist me in establishing appropriate channels of communication for any relevant inquiries or discussions. To ensure a timely response, I kindly request that you provide the requested information in a digital format, preferably via email, within the timeframe specified by the Freedom of Information Act.

Request description

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing	yes

The following list contains the entire submission submitted July 05, 2023 01:45:03pm ET, and is formatted for ease of viewing and printing.

Contact information

First name	DAVID
Last name	MEDEIROS
Mailing Address	39 Kings Highway, STE C STE C
City	Gales Ferry
State/Province	CT
Postal Code	06335
Country	United States
Phone	8604633638
Company/Organization	ABI RESOURCES LLC
Email	aabiwr@live.com

Request

Request ID	772446
Confirmation ID	771886
Request description	Subject: Freedom of Information Act Request Dear FOIA Request Officer, Under the provisions of the Freedom of Information Act, I am requesting information regarding the current leadership of the Connecticut Department of Social Services (DSS). Specifically, I am requesting the name and title of the current Commissioner of the Connecticut Department of Social Services. Thank you in advance for your assistance. I look forward to receiving the requested information within the statutory period.

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing yes

The following list contains the entire submission submitted August 24, 2023 10:30:04am ET, and is formatted for ease of viewing and printing.

Contact information

First name	DAVID
Last name	MEDEIROS
Mailing Address	39 Kings Highway, STE C
City	Gales Ferry
State/Province	CT
Postal Code	06335
Country	United States
Phone	8604633638
Company/Organization	ABI RESOURCES LLC
Email	davidmedeiros@live.com

Request

Request ID	829236
Confirmation ID	828656

Subject: Freedom of Information Act Request Dear FOIA Officer, Pursuant to the federal Freedom of Information Act, 5 U.S.C. § 552, I am requesting access to and copies of records from your office. Specifically, I seek records regarding: a) All complaints submitted to the U.S. Department of Health and Human Services, Office for Civil Rights, related to the Connecticut Medicaid ABI (Acquired Brain Injury) Waiver Program over the past five years. b) All complaints submitted to the U.S. Department of Health and Human Services, Office for Civil Rights, in relation to the Money Follows the Person program in Connecticut over the past five years. c) The results and detailed outcomes of each of these complaints. If any of the requested records contain exempt information, please redact that information and provide me with the remaining, non-exempt information. Please inform me of any fees in advance of fulfilling my request. If possible, I would like to receive the records in electronic format. If my request is denied in whole or in part, or specific items within the records are denied, please justify all deletions by reference to specific exemptions of the act. Notify me of appeal procedures available under the law. I would appreciate a response in writing within the 20 business days, as specified by the Act, confirming receipt of this request. Thank you for your attention to this matter. Sincerely, David Medeiros ABI Resources

Request description

Supporting documentation

Fees

Request category ID	media
Fee waiver	no

Expedited processing

Expedited Processing	yes

Explanation

Justification for expedited processing I am writing to formally request expedited processing for my Freedom of Information Act request. I believe that my request meets the criteria for expedited processing due to the compelling reasons outlined below:

- a) Urgency to Inform the Public: The requested information is urgently need in order to inform the public about an actual or alleged federal government activity. Delay in processing this request could deprive the public of vital information at a crucial time.
- b) Imminent Threat to Life or Physical Safety: Delay in processing this request could compromise the safety and well-being of individuals with compromised health and living conditions.
- c) Loss of Substantial Due Process Rights: Immediate processing is necessary to ensure that I, or other affected parties, do not lose substantial rights. This information will be used for an upcoming hearing or decision-making process that would be impacted by a delay.

Expiry of a Fixed Period: The matter at hand is time-sensitive due to an upcoming le deadline and/or an event which the requested information pertains to. A delay could result in missed opportunities or significant complications. Given the aforementioned reasons, I believe that the standard processing time would jeopardize the value and relevance of the information or action I seek. I kindly urge you to consider this request for expedited processing and acknowledge the immediate nature of my application/reque

Thank you for your attention to this matter, and I appreciate your prompt consideration of my request. Sincerely, David Medeiros ABI Resources

The following list contains the entire submission submitted September 20, 2023 08:20:08am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	Medeiros
Mailing Address	39 Kings Highway, STE C STE C
City	Gales Ferry
State/Province	CT
Postal Code	06335
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	868676
Confirmation ID	868096

FOIA Request pertaining to information from; U.S. Department of Labor Office of the Secretary Division of Management and Administrative Legal Services 200 Constitution Ave NW, Room N-2420 Washington, DC 20210 Connecticut Department of Labor FOIA Administrator 200 Folly Brook Boulevard Wethersfield, CT 06109 Subject: Freedom of Information Act Request To Whom It May Concern: Pursuant to the federal Freedom of Information Act (5 U.S.C. § 552) and the Connecticut Freedom of Information Act (Conn. Gen. Stat. § 1-200 et seq.), I hereby request access to and copies of all complaints received by the U.S. Department of Labor and the Connecticut Department of Labor pertaining to "The Supported Living Group" located at 113 School St, Danielson, CT 06239, from 2000 to the present. Please include all pertinent records, correspondence, notes, memos, emails, or other documentation that relate to these complaints. The disclosure of the requested information is in the public interest and will contribute significantly to public understanding of the operations and activities of the government. If you deny any part of this request, please cite each specific exemption you believe justifies the refusal to release the information and notify me of appeal procedures available under the law. If you need clarification or if this request can be narrowed, I would appreciate your contact as soon as possible. Thank you for your assistance. David Medeiros ABI Resources

Request description

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing	no

The following list contains the entire submission submitted September 26, 2023 07:10:02am ET, and is formatted for ease of viewing and printing.

Contact information

First name	DAVID
Last name	MEDEIROS
Mailing Address	39 Kings Highway, STE C
City	Gales Ferry
State/Province	CT
Postal Code	06335
Country	United States
Phone	8604633638
Company/Organization	ABI RESOURCES LLC
Email	aabiwr@live.com

Request

Request ID	875061
Confirmation ID	874481

Subject: Freedom of Information Act Request: Communications Pertaining to Federal Medicaid ABI Waiver Program & Money Follows the Person Program Department of Health and Human Services Center for Medicare and Medicaid Services / Connecticut Department of Social Services / and the Community Options Unit, I hope this message finds you well. I am writing on behalf of ABI Resources LLC to make a request under the Freedom of Information Act (5 U.S.C. § 552) and Connecticut's Freedom of Information Act (Conn. Gen. Stat. § 1-200 et seq.). Request Details: We formally request access to, and copies of, all email communications, including attachments, sent to and from the Connecticut Department of Social Services, the Connecticut Community Options Unit, the Connecticut DSS Commissioners as well as emails to and from Ms. Amy Dumont COU DSS representative, related to the federal Medicaid Acquired Brain Injury (ABI) Waiver Program and the Money Follows the Person Program. Specific Email Addresses: AABIWR@live.com ABI@ctbraininjury.com David.M@ctbraininjury.com Timeframe: From January 1, 2013, to the present date. Objective: Our objective is to obtain a comprehensive understanding of all communications, dialogues, discussions, and information exchanged relating to the aforementioned programs. Format: We prefer to receive the requested documents in electronic format to facilitate access and review. Please send the documents via email to the following addresses: Aabiwr@live.com Conclusion: We understand the obligations and constraints of your office and appreciate your attention to this request. We look forward to your prompt response, and, as stipulated by statute, we hope to receive the requested records within the legal time frame. Thank you very much for your time and cooperation. We anticipate your expedient disclosure of the requested documents. Sincerely, David Medeiros ABI Resources LLC

Request description

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing

no

The following list contains the entire submission submitted September 29, 2023 03:00:02pm ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	Medeiros
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	882071
Confirmation ID	881491

Request description

Freedom of Information Act Request Centers for Medicare & Medicaid Services 7500 Security Boulevard Baltimore, MD 21244 Subject: Freedom of Information Act (FOIA) Request – Connecticut Medicaid ABI Waiver Program Agency Providers Information and Service Spending Financial Breakdown Dear FOIA Officer, I am writing to request information under the Freedom of Information Act (5 U.S.C. § 552). I am seeking records, documents, and other pertinent information related to agency providers, service details, and financial breakdowns for the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program, for the time period spanning the last seven years up to the present day. Below are the specific details of the information I am requesting:

1. Agency Providers Information:
 - a. A list of all Connecticut Medicaid ABI Waiver Program agency providers.
 - b. Detailed contact information for each agency provider, including but not limited to names, addresses, email addresses, and telephone numbers.
2. Program Consumer Numbers:
 - a. The exact number of Medicaid program consumers each listed entity serves.
3. Service Details:
 - a. A comprehensive list of all services provided by the Connecticut ABI Waiver Program.
 - b. Specific details of each service, including the nature and scope of the services provided.
4. Financial Breakdown:
 - a. Detailed financial information representing a breakdown of all paid money for each Medicaid provider service.
 - b. Any and all financial records related to the payments made to the agency providers, including invoices, transaction details, and payment summaries.

Time Frame: a. This request covers records from the last seven years up to the present day. Format: Please provide the information in electronic format, preferably as email attachments or via a secure online portal. Expedited Processing: I request expedited processing of this request as the information sought is urgently needed to inform the public concerning actual or alleged Federal Government activity. If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the act. I will also expect you to release all segregable portions of otherwise exempt material. I reserve the right to appeal your decision to withhold any information. Sincerely, David Medeiros

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing	yes
Explanation	Expedited Processing: I request expedited processing of this request as the information sought is urgently needed to inform the public concerning actual or alleged Federal Government activity.

From: ABI RESOURCES 860 942-0365
Sent: Wednesday, January 3, 2024 7:40 AM
To: CMS FOIA Request
CC: ABI RESOURCES 860 942-0365
Subject: 01.03.2024 FOIA Jennifer Zakrzewsk Freedom of Information Act Expedited Processing Requested Fre...

Date: 01.02.2024

Subject: Freedom of Information Act Request – Expedited Processing Requested
Request for Information under the Freedom of Information Act – Jennifer Zakrzewsk's
jennifer.zakrzewski@ct.gov

Dear FOIA Officer,

I am submitting this request under the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq., to obtain records pertaining to Jennifer Zakrzewsk's role and activities within the Connecticut Medicaid Acquired Brain Injury Waiver Program, David Medeiros and ABI Resources. This request is made with the utmost seriousness and urgency to obtain comprehensive records concerning Jennifer Zakrzewsk's involvement in the Connecticut Medicaid Acquired Brain Injury Waiver Program, and any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation. I am writing to submit a request under the Connecticut Freedom of Information Act, and Conn. Gen. Stat. § 1-200 et seq. As a brain injury survivor, stroke survivor, and founder of ABI Resources, a company providing disability support services.

Expedited Processing Request:

The nature of this request is critical due to its direct connection with the legal case (David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220) and the Whistleblower Comprehensive Grievance reports concerning the ABI Waiver Program. Given these circumstances, I am requesting expedited processing.

Specific Information Requested:

To gain a thorough understanding of Ms. Zakrzewsk's involvement in the program, I request the following:

All legal cases, including lawsuits or administrative proceedings, relating to civil rights violations, disability discrimination, or whistleblower retaliation within these programs. Complete records detailing Ms. Zakrzewsk's employment, roles, and responsibilities within the ABI Waiver Program as well as CHRO civil rights.

All written communications, including emails and memos, involving Ms. Zakrzewsk related to the program's operations.

Records of meetings, including minutes and notes, with Ms. Zakrzewsk's participation, pertinent to the program.

Reports, audits, or evaluations involving Ms. Zakrzewsk in the context of the program.

Records of Reports of any complaints, lawsuits, or grievances pertaining to civil rights or

whistleblower retaliation.

From the first date of employment to the present day.

All grievances, complaints, whistleblower complaints, and retaliation complaints.

This request seeks access to records pertaining to all grievances, complaints, whistleblower complaints, and retaliation complaints. This includes any legal cases, lawsuits, or administrative proceedings related to civil rights violations, disability discrimination, or whistleblower retaliation within Connecticut's various state-managed programs

The records are critical for understanding the dynamics of interactions within these programs, especially in the context of civil disability rights and whistleblower protections. They are pivotal for informed advocacy and ensuring compliance with legal and ethical standards in these vital areas.

I specifically refer to the case of David Medeiros v. State of CT Department of Social Services (CHRO No. 2410220), in which I am directly involved. This case underlines the urgent need for transparency and accountability within state-managed disability support programs. Given the direct connection of this request to the following

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by: David Medeiros and ABI Resources LLC Date: November 21, 2023 ABI Resources LLC 39 Kings Hwy STE C Gales Ferry, CT. 06226 860 942-0365
- 12.23.2023 Letter - Governor Ned Lamont: Addressing Systemic Failure in ADA Compliance and Disability Discrimination in Connecticut – A Call to Action Against Whistleblower Retaliation and the Failure of CT DSS and CHRO to Uphold Disability Rights.

Given my personal circumstances as a brain injury and stroke survivor, timely access to these records is not just a legal right but a necessity. The nature of my disabilities sometimes imposes barriers to effective self-advocacy and communication. Prompt access to these records is crucial for my ability to manage and respond to the challenges posed by my disabilities.

Under the FOIA, there is a provision for expedited processing when the requester demonstrates a compelling need. While there may not be an immediate physical threat in my case, the lack of timely information significantly impairs my rights and advocacy efforts, essential for my wellbeing and that of others relying on my support and expertise.

Therefore, I request that my FOIA application be processed on an expedited basis, recognizing these factors. Your prompt attention to this request would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

Should any part of my request be denied, I ask for a justification for all deletions by

reference to specific exemptions of the Act and expect the release of all segregable portions of otherwise exempt material. I reserve the right to appeal any decision to withhold information or deny a waiver of fees.

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections pertaining to these state-managed programs.

- Acquired Brain Injury (ABI) Program
- Alzheimer's Respite Care Program
- Autism Spectrum Disorder - ASD
- Birth to Three
- Board of Education and Services for the Blind
- Care4Kids
- Certified Community Behavioral Health Clinics
- Child Support
- CHOICES - CT's State Health Insurance Assistance Program for Medicare

Beneficiaries

- Commodity Supplemental Food Program
- Community First Choice
- Community Options
- Connect-Ability
- Connecticut AIDS Drug Assistance Program (CADAP)
- Connecticut Behavioral Health Partnership - CTBHP
- Connecticut Energy Assistance Program
- Connecticut Home Care Program For Elders
- Connecticut Housing Engagement and Support Services (CHESS) Initiative
- Connecticut Integrated Care for Kids
- Connecticut Supplemental Nutrition Assistance Program Education (SNAP-Ed)
- CT Medicaid Enterprise Technology System (CT METS)
- Deaf and Hard of Hearing Services
- Department of Rehabilitation Services
- Disability Services
- Durable Medical Equipment
- Economic Security - Financial Assistance
- Elderly Simplified Application Project (ESAP)
- Electronic Visit Verification
- Fatherhood Initiative of CT
- Grandparents As Parents
- Housing Options for Seniors
- Human Services Infrastructure
- HUSKY (Medicaid) Coverage for Breast and Cervical Cancer
- HUSKY Health (Medicaid & Children's Health Insurance Program)
- Jobs First
- Long-Term Services and Supports - LTSS

- Med-Connect (Medicaid for Employees with Disabilities)
- Medicaid Nursing Home Reimbursement
- Medicare Savings Program
- Money Follows the Person
- National Family Caregiver Support Program
- Non-Emergency Medical Transportation (NEMT)
- Nutrition Assistance Programs
- PCA CERTIFICATION TEST
- PCMH+ Member Information
- Refugee Assistance Program
- School Based Child Health (SBCH)
- Self Direction Personal Protection Equipment Request Form Submission
- Social Work Services
- State Supplement for the Aged, Blind and Disabled
- Supplemental Nutrition Assistance Program - SNAP
- Temporary Family Assistance - TFA
- The Personal Care Attendant Program
- Welfare to Work (Department of Labor)
- Women Infants and Children – WIC

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections.

Documentation from Federal and State Department Executives and Associated staff:

- Connecticut Department of Social Services Commissioner Andrea Barton
- Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
 - U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
 - Connecticut Governor Ned Lamont
 - Lieutenant Governor Susan Bysiewicz
 - Secretary of State Denise Merrill
 - Attorney General William Tong
 - State Treasurer Shawn Wooden
 - State Comptroller Kevin Lembo
 - State Auditors John Geragosian and Rob Kane
 - U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
 - Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita
- Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
 - U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A.
- Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
 - Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
 - The Department of Labor DOL

- Government Accountability Office GAO
- Connecticut General Assembly CGA

Connecticut State Senate

- John Fonfara - District 1, Democratic
- Douglas McCrory - District 2, Democratic
- Saud Anwar - District 3, Democratic
- MD Rahman - District 4, Democratic
- Derek Slap - District 5, Democratic
- Rick Lopes - District 6, Democratic
- John Kissel - District 7, Republican
- Lisa Seminara - District 8, Republican
- Matthew L. Lesser - District 9, Democratic
- Gary Winfield - District 10, Democratic
- Martin Looney - District 11, Democratic
- Christine Cohen - District 12, Democratic
- Jan Hochadel - District 13, Democratic
- James Maroney - District 14, Democratic
- Joan Hartley - District 15, Democratic
- Robert C. Sampson - District 16, Republican
- Jorge Cabrera - District 17, Democratic
- Heather Somers - District 18, Republican
- Catherine Osten - District 19, Democratic
- Martha Marx - District 20, Democratic
- Kevin C. Kelly - District 21, Republican
- Marilyn Moore - District 22, Democratic
- Herron Gaston - District 23, Democratic
- Julie Kushner - District 24, Democratic
- Bob Duff - District 25, Democratic
- Ceci Maher - District 26, Democratic
- Patricia Miller - District 27, Democratic
- Tony Hwang - District 28, Republican
- Mae Flexer - District 29, Democratic
- Stephen Harding, Jr. - District 30, Republican
- Henri Martin - District 31, Republican
- Eric Berthel - District 32, Republican
- Norm Needleman - District 33, Democratic
- Paul Cicarella, Jr. - District 34, Republican
- Jeff Gordon - District 35, Republican
- Ryan Fazio - District 36, Republican【23†source】.
- Connecticut House of Representatives
- Matthew Ritter - District 1, Democratic
- Raghib Allie-Brennan - District 2, Democratic
- Minnie Gonzalez - District 3, Democratic
- Julio Concepcion - District 4, Democratic
- Maryam Khan - District 5, Democratic
- James B. Sánchez - District 6, Democratic

- Joshua Malik Hall - District 7, Democratic
- Tim Ackert - District 8, Republican
- Jason Rojas - District 9, Democratic
- Henry Genga - District 10, Democratic
- Jeffrey Currey - District 11, Democratic
- Geoff Luxenberg - District 12, Democratic
- Jason Doucette - District 13, Democratic
- Tom Delnicki - District 14, Republican
- Bobby Gibson - District 15, Democratic
- Melissa E. Osborne - District 16, Democratic
- Eleni Kavros DeGraw - District 17, Democratic
- Jillian Gilchrest - District 18, Democratic
- Tammy Exum - District 19, Democratic
- Kate Farrar - District 20, Democratic
- Mike Demicco - District 21, Democratic
- Francis Rexford Cooley - District 22, Republican
- Devin Carney - District 23, Republican
- Manny Sanchez - District 24, Democratic
- Bobby Sanchez - District 25, Democratic
- Peter Tercyak - District 26, Democratic
- Gary Turco - District 27, Democratic
- Amy Morrin Bello - District 28, Democratic
- Kerry Szeps Wood - District 29, Democratic
- Donna Veach - District 30, Republican
- Jill Barry - District 31, Democratic
- Christie Carpino - District 32, Republican
- Brandon Chafee - District 33, Democratic
- Irene Haines - District 34, Republican
- Chris Aniskovich - District 35, Republican
- Christine Palm - District 36, Democratic
- Holly Cheeseman - District 37, Republican
- Kathleen McCarty - District 38, Republican
- Anthony Nolan - District 39, Democratic
- Christine Conley - District 40, Democratic
- Aundré Bumgardner - District 41, Democratic
- Keith Denning - District 42, Democratic
- Greg Howard - District 43, Republican
- Anne Dauphinais - District 44, Republican
- Brian Lanoue - District 45, Republican
- Derell Wilson - District 46, Democratic
- Doug Dubitsky - District 47, Republican
- Mark DeCaprio - District 48, Republican
- Susan Johnson - District 49, Democratic
- Pat Boyd - District 50, Democratic
- Ricky Hayes - District 51, Republican
- Kurt Vail - District 52, Republican

- Tammy Nuccio - District 53, Republican
- Gregory Haddad - District 54, Democratic
- Steve Weir - District 55, Republican
- Kevin Brown - District 56, Democratic
- Jaime Foster - District 57, Democratic
- Tom Arnone - District 58, Democratic
- Carol Hall - District 59, Republican
- Jane Garibay - District 60, Democratic
- Tami Zawistowski - District 61, Republican
- Mark Anderson - District 62, Republican
- Jay Case - District 63, Republican
- Maria Horn - District 64, Democratic
- Michelle Cook - District 65, Democratic
- Karen Reddington-Hughes - District 66, Republican
- William Buckbee - District 67, Republican
- Joe Polletta - District 68, Republican
- Cindy Harrison - District 69, Republican
- Seth Bronko - District 70, Republican
- William Pizzuto - District 71, Republican
- Larry Butler - District 72, Democratic
- Ronald Napoli Jr. - District 73, Democratic
- Michael DiGiovancarlo - District 74, Democratic
- Geraldo Reyes - District 75, Democratic
- John Piscopo - District 76, Republican
- Cara Pavalock-D'Amato - District 77, Republican
- Joe Hoxha - District 78, Republican
- Mary Fortier - District 79, Democratic
- Gale Mastrofrancesco - District 80, Republican
- Christopher Poulos - District 81, Democratic
- Michael Quinn - District 82, Democratic
- Jonathan Fazzino - District 83, Democratic
- Hilda Santiago - District 84, Democratic
- Mary Mushinsky - District 85, Democratic
- Vincent Candelora - District 86, Republican
- Dave Yaccarino Sr. - District 87, Republican
- Joshua Elliott - District 88, Democratic
- Lezlye Zupkus - District 89, Republican
- Craig Fishbein - District 90, Republican
- Michael D'Agostino - District 91, Democratic
- Patricia Dillon - District 92, Democratic
- Toni Walker - District 93, Democratic
- Robyn Porter - District 94, Democratic
- Juan Candelaria - District 95, Democratic
- Roland J. Lemar - District 96, Democratic
- Alphonse Paolillo - District 97, Democratic
- Moira Rader - District 98, Democratic

- Joseph Zullo - District 99, Republican
- Kai Juanna Belton - District 100, Democratic
- John-Michael Parker - District 101, Democratic
- Robin Comey - District 102, Democratic
- Liz Linehan - District 103, Democratic
- Kara Rochelle - District 104, Democratic
- Nicole Klarides-Ditria - District 105, Republican
- Mitch Bolinsky - District 106, Republican
- Marty Foncello - District 107, Republican
- Pat Callahan - District 108, Republican
- Farley Santos - District 109, Democratic
- Bob Godfrey - District 110, Democratic
- Aimee Berger-Girvalo - District 111, Democratic
- Tony Scott - District 112, Republican
- Jason Perillo - District 113, Republican
- Mary Welander - District 114, Democratic
- Vacant - District 115
- Treneé McGee - District 116, Democratic
- Charles Ferraro - District 117, Republican
- Frank Smith - District 118, Democratic
- Kathy Kennedy - District 119, Republican
- Laura Dancho - District 120, Republican
- Joe Gresko - District 121, Democratic
- Ben McGorty - District 122, Republican
- David Rutigliano - District 123, Republican
- Andre Baker - District 124, Democratic
- Tom O'Dea - District 125, Republican
- Fred Gee Jr. - District 126, Democratic
- Marcus Brown - District 127, Democratic
- Christopher Rosario - District 128, Democratic
- Steven Stafstrom - District 129, Democratic
- Antonio Felipe - District 130, Democratic
- David Labriola - District 131, Republican
- Jennifer Leeper - District 132, Democratic
- Cristin Vahey - District 133, Democratic
- Sarah Keitt - District 134, Democratic
- Anne Hughes - District 135, Democratic
- Jonathan Steinberg - District 136, Democratic
- Kadeem Roberts - District 137, Democratic
- Rachel Chaleski - District 138, Republican
- Kevin Ryan - District 139, Democratic
- Travis Simms - District 140, Democratic
- Tracy Marra - District 141, Republican
- Lucy Dathan - District 142, Democratic
- Dominique Johnson - District 143, Democratic
- Hubert Delany - District 144, Democratic

- Corey Paris - District 145, Democratic
- David Michel - District 146, Democratic
- Matt Blumenthal - District 147, Democratic
- Anabel Figueroa - District 148, Democratic
- Rachel Khanna - District 149, Democratic
- Steve Meskers - District 150, Democratic
- Hector Arzeno - District 151, Democratic

As well as communication with recognized esteemed organizations.
National and International Organizations:

- American Association of People with Disabilities (AAPD)
- The Consortium for Citizens with Disabilities (CCD)
- Disability Rights Education and Defense Fund (DREDF)
- Disabled in Action (DIA)
- Equip for Equality
- National Disability Rights Network (NDRN)
- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

National Whistleblower / Retaliation Advocates

- Government Accountability Project (GAP)
- The Whistleblower Project
- ExposeFacts
- Freedom of the Press Foundation
- National Whistleblower Center
- Project On Government Oversight (POGO)
- Public Employees for Environmental Responsibility (PEER)
- Whistleblower Aid

News Media Outlets and Journalists:

Reporters Committee for Freedom of the Press, The New York Times, The Washington Post The Associated Press (AP), ProPublica, The Wall Street Journal, National Public Radio (NPR) Reuters, CNN, BuzzFeed News, VICE News, Fox News, NBC, MSNBC etc.

Reason for Expedition and Personal Circumstances:

As a survivor of a brain injury and stroke, my condition necessitates prompt access to the requested information. The nature of my disabilities can sometimes impose barriers to effective self-advocacy and communication. Timely access to these records is not just a matter of legal right but also a critical component of my ability to manage and respond to the challenges posed by my disabilities.

The potential delay in receiving this information could significantly impact my ability to effectively advocate for myself and others in similar situations. The information requested is crucial for ensuring that rights are not just upheld but actively protected, particularly in the context of disability support and advocacy.

Under the FOIA, there is provision for expedited processing when the person requesting the information demonstrates a compelling need. According to the FOIA, a compelling need is defined as a situation where failure to obtain the requested records could reasonably be expected to pose an imminent threat to the life or physical safety of an individual. In my case, while there may not be an immediate physical threat, the lack of timely information significantly impairs my rights and advocacy efforts, which are essential for my wellbeing and that of others who rely on my support and expertise.

Therefore, I kindly request that my FOIA application be processed on an expedited basis, in recognition of these factors. Your prompt attention to this request would be greatly appreciated and would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I will also expect you to release all segregable portions of otherwise exempt material. I reserve the right to appeal your decision to withhold any information.

Communication Accommodations:

Due to my personal circumstances, including living with a brain injury and being a stroke survivor, I find electronic forms of communication are more effective for my full participation and understanding. These methods allow me to better process, comprehend, and reference the details of our interactions. I kindly request that all communications regarding this FOIA request, including any acknowledgments, updates, or responses, be directed to me via email or written correspondence.

Your cooperation in this regard is not only a legal compliance matter but also an acknowledgment of the accommodations necessary for effective communication and information access.

A prompt and detailed response to this request is essential for the transparent and accountable functioning of the Connecticut Medicaid ABI Waiver Program. Your attention to this matter will significantly contribute to ongoing advocacy self advocacy efforts and policy analysis in this critical area of public health and disability support.

Thank you for your prompt attention to this request.

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider
<[HTTPS://WWW.CTBRAININJURY.COM](https://www.ctbraininjury.com)>

The following list contains the entire submission submitted October 17, 2023 07:20:02am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	MEDEIROS
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Email	aabiwr@live.com

Request

Request ID	900126
Confirmation ID	899546

I am writing to request information under the provisions of the Freedom of Information Act, 5 U.S.C. § 552, regarding the total payments made to The Supported Living Group through the Medicaid Connecticut ABI Waiver programs from 2013 to the present day. Specifically, I am interested in obtaining financial data detailing the annual disbursements to The Supported Living Group for each of the following years: 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023 The Supported Living Group is a Medicaid provider operating within the state of Connecticut, and I am seeking information to better understand the financial relationships between this organization and the Medicaid Connecticut ABI Waiver programs. Please provide any documents, records, reports, or other relevant information that pertains to the payments made to The Supported Living Group for the specified years. This information could include, but is not limited to, financial statements, invoices, payment logs, contracts, and any other documents that outline the financial transactions between The Supported Living Group and Medicaid Connecticut ABI Waiver programs. If any part of my request is denied, please provide a written explanation of the specific exemptions under which the information is withheld. I kindly request accommodations due to my disability. To facilitate my accessibility and participation, I would greatly appreciate the use of electronic records. Your support in this matter is highly valued. Thank you for your understanding and assistance. Sincerely, David Medeiros ABI Resources

Request description

Supporting documentation

Fees

Request category ID	other
Fee waiver	no

Expedited processing

Expedited Processing	no

The following list contains the entire submission submitted October 23, 2023 09:00:06am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	MEDEIROS
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	913101
Confirmation ID	912516

Request description

10/23/2023 Subject: Freedom of Information Act Request Regarding CMS Acquired Brain Injury (ABI) Waiver Program and Consumer Compensation. Connecticut Department of Social Services DSS and Community Options Unit COU Office of the Commissioner 55 Farmington Avenue Hartford, CT 06105 RE: Freedom of Information Act Request FOIA I am writing to you under the provisions of the Freedom of Information Act to request access to and a copy of all records related to the Acquired Brain Injury (ABI) Waiver Program, specifically focusing on the involvement of the Supported Living Group Executive Office of Danielson: 113 School St, Danielson, CT 06239 and any compensation provided to consumers for participating in medicaid ABI Waiver services. To assist in locating the information, I am seeking answers to the following questions: Are consumers under the Medicaid ABI Waiver Program paid or compensated in any way for participating in services provided by the Supported Living Group or affiliates? If so, could you provide details on the nature and structure of this compensation, including: a. Amounts of compensation b. Frequency of payments c. Criteria for eligibility for compensation d. Funding sources for the compensation e. Any limitations or conditions attached to the compensation Have there been any complaints, investigations, or audits related to the payment or compensation of consumers participating in the Medicaid ABI Waiver Program through the Supported Living Group? If so, what were the outcomes of these inquiries? Are there any policies, guidelines, or regulations that govern the payment or compensation of consumers within the ABI Waiver Program, specifically in relation to services provided by the Supported Living Group? How is the integrity and proper administration of consumer compensation within the ABI Waiver Program ensured, and what safeguards are in place to prevent misuse or misallocation of funds? I kindly request accommodations due to my disability. To facilitate my accessibility and participation, I would greatly appreciate the use of electronic records. Your support in this matter is highly valued. Thank you for your understanding and assistance. Sincerely, David Medeiros ABI Resources

Supporting documentation

Fees	
Fee waiver	no

Expedited processing

Expedited Processing	no

The following list contains the entire submission submitted October 23, 2023 09:50:03am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	MEDEIROS
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	913141
Confirmation ID	912556

Request description

Subject: Freedom of Information Act Request – CMS Medicaid ABI Waiver Program and Connecticut Community Care Referrals Subject: Freedom of Information Act Request Pertaining to Connecticut Medicaid ABI Waiver Program. Dear Freedom of Information Officer, I am writing to submit a Freedom of Information Act (FOIA) request pursuant to the Connecticut Freedom of Information Act, C.G.S. § 1-200 et seq. I am seeking information related to the Acquired Brain Injury (ABI) Waiver Program, specifically concerning Connecticut Community Care's referral practices and any potential financial incentives provided to consumers for participating in services offered by the Supported Living Group. Please provide the following information: All records, communications, and documents pertaining to Connecticut Community Care's referral practices under the Medicaid ABI Waiver Program from January 1, 2019, to the present date. Any contracts, agreements, or MOUs between Connecticut Community Care and the Supported Living Group related to the ABI Waiver Program, including details on financial arrangements and incentives. Documentation of any payments, incentives, or benefits provided to consumers by the Supported Living Group as a result of their participation in services under the ABI Waiver Program. Policies, guidelines, or internal memos detailing the criteria and process for Connecticut Community Care's referrals to the Supported Living Group under the ABI Waiver Program. Records of any complaints, investigations, or audits concerning Connecticut Community Care's referral practices or the Supported Living Group's incentive programs related to the ABI Waiver Program. Correspondence between the State of Connecticut and Connecticut Community Care or the Supported Living Group regarding the ABI Waiver Program, referrals, and consumer incentives. Any evaluations, reports, or studies conducted by or on behalf of the State of Connecticut concerning the effectiveness, integrity, and compliance of the ABI Waiver Program, particularly in relation to referrals and consumer incentives. If my request is denied in whole or in part, I ask that you justify all deletions by reference to specific exemptions of the Act. I kindly request accommodations due to my disability. To facilitate my accessibility and participation, I would greatly appreciate the use of electronic records. Your support in this matter is highly valued. Thank you for your understanding and assistance. Sincerely, David Medeiros ABI Resources

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing	no

The following list contains the entire submission submitted November 19, 2023 08:40:02am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	MEDEIROS
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	955391
Confirmation ID	954806

Request description

**** 11.19.2023 Freedom of Information Act Request
GOV FOIA To Whom It May Concern at the
Department of Justice (DOJ), Health and Human
Services (HHS), Centers for Medicare & Medicaid
Services (CMS), and Relevant Connecticut State
Departments: I am writing to request records under the
Freedom of Information Act (5 U.S.C. 552). This
request is focused on documents and information
related to the Medicaid Acquired Brain Injury (ABI)
Waiver Programs 1 and 2, specifically targeting
grievances, complaints, and associated government
responses or investigations. Specifically, I am
requesting from each agency: All Documents and
Correspondence: Any and all documents, emails,
memos, and correspondences related to grievances and
complaints concerning the Medicaid ABI Waiver
Programs 1 and 2. Financial Audits and Reviews:
Complete financial audits, reviews, and any related
documents concerning these programs, with an
emphasis on financial integrity and potential kickback
schemes. Policies and Procedures: Copies of all current
and past policies, procedures, and guidelines governing
the operation of Medicaid ABI Waiver Programs 1 and
2, particularly in relation to care management and
provider selection. Provider Directories and
Information: The most recent and any past versions of
provider directories for these programs, including any
information previously not disclosed publicly. Service
and Intervention Plans: All service and intervention
plans related to Medicaid ABI Waiver Programs 1 and
2. Investigation Reports and Findings: Any reports,
findings, or documents resulting from investigations
conducted in relation to these programs.
Communication Records: Records of all
communications regarding Medicaid ABI Waiver
Programs 1 and 2, specifically relating to the filed
grievances and complaints. Reference to Attached
Documents: Please refer to the attached documents for
specific instances and details relevant to this request.
Rationale for Request: This information is requested in
the public interest to understand the operation,
management, and legality of services provided under
Medicaid ABI Waiver Programs 1 and 2, and to ensure
compliance with legal and ethical standards. Disability
Accommodation Request: Due to a disability, I request
that the information be provided in an electronic format
to facilitate accessibility. Contact Information for
FOIA Officer: For effective communication, please
provide the name and contact information of the FOIA
officer handling this request at each agency.
Anticipated Exemptions: Should any part of the
requested documents be exempt from disclosure, I seek
a comprehensive written explanation for each

Supporting documentation

Additional Information

Binder1 Medicaid ABI Waiver Program Complaints
Requests 11.19.2023 36 pages .pdf

Fees

Fee waiver

no

Expedited processing

Expedited Processing

no

The following list contains the entire submission submitted December 18, 2023 08:30:03am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	Medeiros
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	992221
Confirmation ID	991636

12.18.2023 Subject: Freedom of Information Act Request for CMS HHS records. Dear Freedom of Information Officer, Under the Freedom of Information Act, I request detailed records related to the stop of companion authorizations within the Connecticut Departments of Social Services systems for consumers under the Medicaid ABI Waiver program after December 31st, 2023 serviced by ABI Resources. This request specifically seeks to uncover: Records of the decision-making process and rationale. Records of the individuals and departments involved in this decision. Records of the timeline of events leading to this decision. Records of directives or communications instructing the implementation of this change. Records of corrective actions and resolutions. Expedited Processing Request: In light of the legal case David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220, I request expedited processing as this information is urgently needed for public knowledge on this significant matter. Format of Records: Due to my disability, please provide all records in an accessible electronic format, in accordance with the Americans with Disabilities Act (ADA). Unique Nature of Request: This request is unique due to its comprehensive scope and relevance to ongoing public and legal discussions. Contact Information of FOIA Officer: Please provide the contact details of the FOIA officer responsible for handling this request. If any part of this request is denied, I request that you cite the specific exemptions and provide appeal procedures under the law. Thank you for your prompt attention to this urgent and significant matter.

Request description

Supporting documentation

Additional Information

12.17.2023 Binder Comprehensive FOIA Request for Records on Disability Rights and Whistleblower Protections .pdf

Fees

Fee waiver	no

Expedited processing

Expedited Processing	yes

Explanation

• The legal case of David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220.' • Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by: David Medeiros and ABI Resources LLC Date: November 21, 2023 ABI Resources LLC 39 Kings Hwy STE C Gales Ferry, CT. 06226 860 942-0365 These records are crucial for understanding the dynamics of interactions with these key figures in the context of disability rights and whistleblower protections.

The following list contains the entire submission submitted December 21, 2023 02:40:02pm ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	Medeiros
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	996566
Confirmation ID	995981

Request description

12.21.2023 Subject: Freedom of Information Act Request Urgent FOIA Request for Records: David Medeiros & ABI Resources - Legal Case and Public Interest Matters Dear Freedom of Information Officer, I, David Medeiros, in my capacity as the founder and owner of ABI Resources and as an individual living with a brain injury and a stroke survivor, hereby submit this request under the Freedom of Information Act (5 U.S.C. § 552). 1. Description of Records: I request a comprehensive list and copies of all Freedom of Information Act requests submitted by myself, David Medeiros, and/or ABI Resources to any department of the government. I am requesting expedited processing of the records for my FOIA requests based on the criteria set forth in the FOIA guidelines, which allow for such processing when the requester demonstrates a compelling need. a. Compelling Need for Urgency: This request is directly related to the ongoing legal case, David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220. The timely processing of this request is crucial as the information sought is urgently needed for ongoing legal proceedings that are of immediate public interest. This case holds significant implications for civil rights, disability advocacy, and whistleblower protections – matters that are of acute public concern. b. Public Interest: The information requested is not just for my personal use but is intended to inform public understanding of operations or activities of the government, particularly in the areas of civil rights, disability support, and whistleblower retaliation law. As a public figure in these domains and a business owner providing disability support services, the information will assist in my advocacy efforts and contribute to the public's understanding of government actions in these critical areas. c. Personal Circumstances: Additionally, my personal circumstances as an individual living with a brain injury and a stroke survivor underscore the urgency of this request. The information sought is vital for my ongoing advocacy and legal efforts, directly impacting my ability to effectively operate within these realms. Given these factors, I respectfully request that this FOIA request be processed on an expedited basis. The urgency and public interest involved justify this request for expedited processing. 2. Expedited Processing Request: In relation to the ongoing legal case, David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220, I request expedited processing. The information sought is of public interest and urgently needed for ongoing legal proceedings and public discourse, especially concerning whistleblower retaliation and disability rights advocacy. 3. Format of

Supporting documentation

Fees

Fee waiver no

Expedited processing

Expedited Processing yes

Explanation

I am requesting expedited processing of the records for my FOIA requests based on the criteria set forth in the FOIA guidelines, which allow for such processing when the requester demonstrates a compelling need.

a. **Compelling Need for Urgency:** This request is directly related to the ongoing legal case, *David Medeiros v. State of CT, Department of Social Services*, CHRO No. 2410220. The timely processing of this request is crucial as the information sought is urgently needed for ongoing legal proceedings that are of immediate public interest. This case holds significant implications for civil rights, disability advocacy, and whistleblower protections – matters that are of acute public concern.

b. **Public Interest:** The information requested is not just for my personal use but is intended to inform public understanding of operations or activities of the government, particularly in the areas of civil rights, disability support, and whistleblower retaliation law. As a public figure in these domains and a business owner providing disability support services, the information will assist in my advocacy efforts and contribute to the public's understanding of government actions in these critical areas.

c. **Personal Circumstances:** Additionally, my personal circumstances as an individual living with a brain injury and a stroke survivor underscore the urgency of this request. The information sought is vital for my ongoing advocacy and legal efforts, directly impacting my ability to effectively operate within these realms. Given these factors, I respectfully request that this FOIA request be processed on an expedited basis. The urgency and public interest involved justify this request for expedited processing.

2. **Expedited Processing Request:** In relation to the ongoing legal case, *David Medeiros v. State of CT, Department of Social Services*, CHRO No. 2410220, I request expedited processing. The information sought is of public interest and urgently needed for ongoing legal proceedings and public discourse, especially concerning whistleblower retaliation and disability rights advocacy.



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>

Date: 12/26/2023

Subject: Freedom of Information Act Request – Expedited Processing
Requested

I am writing to submit a request under the Connecticut Freedom of Information Act, and Conn. Gen. Stat. § 1-200 et seq. As a brain injury survivor, stroke survivor, and founder of ABI Resources, a company providing disability support services.

The purpose of this request is to obtain records pertaining to:

- **All grievances, complaints, whistleblower complaints, and retaliation complaints.**
- **Any legal cases, including lawsuits or administrative proceedings, relating to civil rights violations, disability discrimination, or whistleblower retaliation within these programs.**

This request seeks access to records pertaining to all grievances, complaints, whistleblower complaints, and retaliation complaints. This includes any legal cases, lawsuits, or administrative proceedings related to civil rights violations, disability discrimination, or whistleblower retaliation within Connecticut's various state-managed programs

The records are critical for understanding the dynamics of interactions within

these programs, especially in the context of civil disability rights and whistleblower protections. They are pivotal for informed advocacy and ensuring compliance with legal and ethical standards in these vital areas.

I specifically refer to the case of David Medeiros v. State of CT Department of Social Services (CHRO No. 2410220), in which I am directly involved. This case underlines the urgent need for transparency and accountability within state-managed disability support programs. Given the direct connection of this request to the following

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by: David Medeiros and ABI Resources LLC Date: November 21, 2023 ABI Resources LLC 39 Kings Hwy STE C Gales Ferry, CT. 06226 860 942-0365
- 12.23.2023 Letter - Governor Ned Lamont: Addressing Systemic Failure in ADA Compliance and Disability Discrimination in Connecticut – A Call to Action Against Whistleblower Retaliation and the Failure of CT DSS and CHRO to Uphold Disability Rights.

Given my personal circumstances as a brain injury and stroke survivor, timely access to these records is not just a legal right but a necessity. The nature of my disabilities sometimes imposes barriers to effective self-advocacy and communication. Prompt access to these records is crucial for my ability to manage and respond to the challenges posed by my disabilities.

Under the FOIA, there is a provision for expedited processing when the requester demonstrates a compelling need. While there may not be an immediate physical threat in my case, the lack of timely information significantly impairs my rights and advocacy efforts, essential for my wellbeing and that of others relying on my support and expertise.

Therefore, I request that my FOIA application be processed on an expedited basis, recognizing these factors. Your prompt attention to this request would

support my ongoing efforts to champion the rights and needs of individuals with disabilities.

Should any part of my request be denied, I ask for a justification for all deletions by reference to specific exemptions of the Act and expect the release of all segregable portions of otherwise exempt material. I reserve the right to appeal any decision to withhold information or deny a waiver of fees.

I anticipate your prompt response to this request within four business days, as specified by the Connecticut Freedom of Information Act.

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections pertaining to these state-managed programs.

- Acquired Brain Injury (ABI) Program
- Alzheimer's Respite Care Program
- Autism Spectrum Disorder - ASD
- Birth to Three
- Board of Education and Services for the Blind
- Care4Kids
- Certified Community Behavioral Health Clinics
- Child Support
- CHOICES - CT's State Health Insurance Assistance Program for Medicare Beneficiaries
- Commodity Supplemental Food Program
- Community First Choice
- Community Options
- Connect-Ability
- Connecticut AIDS Drug Assistance Program (CADAP)
- Connecticut Behavioral Health Partnership - CTBHP
- Connecticut Energy Assistance Program

- Connecticut Home Care Program For Elders
- Connecticut Housing Engagement and Support Services (CHESS) Initiative
- Connecticut Integrated Care for Kids
- Connecticut Supplemental Nutrition Assistance Program Education (SNAP-Ed)
- CT Medicaid Enterprise Technology System (CT METS)
- Deaf and Hard of Hearing Services
- Department of Rehabilitation Services
- Disability Services
- Durable Medical Equipment
- Economic Security - Financial Assistance
- Elderly Simplified Application Project (ESAP)
- Electronic Visit Verification
- Fatherhood Initiative of CT
- Grandparents As Parents
- Housing Options for Seniors
- Human Services Infrastructure
- HUSKY (Medicaid) Coverage for Breast and Cervical Cancer
- HUSKY Health (Medicaid & Children's Health Insurance Program)
- Jobs First
- Long-Term Services and Supports - LTSS
- Med-Connect (Medicaid for Employees with Disabilities)
- Medicaid Nursing Home Reimbursement
- Medicare Savings Program
- Money Follows the Person
- National Family Caregiver Support Program
- Non-Emergency Medical Transportation (NEMT)
- Nutrition Assistance Programs
- PCA CERTIFICATION TEST
- PCMH+ Member Information
- Refugee Assistance Program

- School Based Child Health (SBCH)
- Self Direction Personal Protection Equipment Request Form Submission
- Social Work Services
- State Supplement for the Aged, Blind and Disabled
- Supplemental Nutrition Assistance Program - SNAP
- Temporary Family Assistance - TFA
- The Personal Care Attendant Program
- Welfare to Work (Department of Labor)
- Women Infants and Children – WIC

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections.

Documentation from Federal and State Department Executives and Associated staff:

- Connecticut Department of Social Services Commissioner Andrea Barton Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
- U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
- Connecticut Governor Ned Lamont
- Lieutenant Governor Susan Bysiewicz
- Secretary of State Denise Merrill
- Attorney General William Tong
- State Treasurer Shawn Wooden
- State Comptroller Kevin Lembo
- State Auditors John Geragosian and Rob Kane
- U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
- Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
- U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A. Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
- Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
- The Department of Labor DOL
- Government Accountability Office GAO
- Connecticut General Assembly CGA

Connecticut State Senate

- John Fonfara - District 1, Democratic
- Douglas McCrory - District 2, Democratic
- Saud Anwar - District 3, Democratic
- MD Rahman - District 4, Democratic

- Derek Slap - District 5, Democratic
- Rick Lopes - District 6, Democratic
- John Kissel - District 7, Republican
- Lisa Seminara - District 8, Republican
- Matthew L. Lesser - District 9, Democratic
- Gary Winfield - District 10, Democratic
- Martin Looney - District 11, Democratic
- Christine Cohen - District 12, Democratic
- Jan Hochadel - District 13, Democratic
- James Maroney - District 14, Democratic
- Joan Hartley - District 15, Democratic
- Robert C. Sampson - District 16, Republican
- Jorge Cabrera - District 17, Democratic
- Heather Somers - District 18, Republican
- Catherine Osten - District 19, Democratic
- Martha Marx - District 20, Democratic
- Kevin C. Kelly - District 21, Republican
- Marilyn Moore - District 22, Democratic
- Herron Gaston - District 23, Democratic
- Julie Kushner - District 24, Democratic
- Bob Duff - District 25, Democratic
- Ceci Maher - District 26, Democratic
- Patricia Miller - District 27, Democratic
- Tony Hwang - District 28, Republican
- Mae Flexer - District 29, Democratic
- Stephen Harding, Jr. - District 30, Republican
- Henri Martin - District 31, Republican
- Eric Berthel - District 32, Republican
- Norm Needleman - District 33, Democratic
- Paul Cicarella, Jr. - District 34, Republican
- Jeff Gordon - District 35, Republican
- Ryan Fazio - District 36, Republican 【23†source】 .
- Connecticut House of Representatives
- Matthew Ritter - District 1, Democratic
- Raghib Allie-Brennan - District 2, Democratic
- Minnie Gonzalez - District 3, Democratic
- Julio Concepcion - District 4, Democratic
- Maryam Khan - District 5, Democratic
- James B. Sánchez - District 6, Democratic
- Joshua Malik Hall - District 7, Democratic
- Tim Ackert - District 8, Republican
- Jason Rojas - District 9, Democratic
- Henry Genga - District 10, Democratic
- Jeffrey Currey - District 11, Democratic
- Geoff Luxenberg - District 12, Democratic
- Jason Doucette - District 13, Democratic
- Tom Delnicki - District 14, Republican
- Bobby Gibson - District 15, Democratic
- Melissa E. Osborne - District 16, Democratic
- Eleni Kavros DeGraw - District 17, Democratic
- Jillian Gilchrest - District 18, Democratic
- Tammy Exum - District 19, Democratic
- Kate Farrar - District 20, Democratic
- Mike Demicco - District 21, Democratic

- Francis Rexford Cooley - District 22, Republican
- Devin Carney - District 23, Republican
- Manny Sanchez - District 24, Democratic
- Bobby Sanchez - District 25, Democratic
- Peter Tercyak - District 26, Democratic
- Gary Turco - District 27, Democratic
- Amy Morrin Bello - District 28, Democratic
- Kerry Szeps Wood - District 29, Democratic
- Donna Veach - District 30, Republican
- Jill Barry - District 31, Democratic
- Christie Carpino - District 32, Republican
- Brandon Chafee - District 33, Democratic
- Irene Haines - District 34, Republican
- Chris Aniskovich - District 35, Republican
- Christine Palm - District 36, Democratic
- Holly Cheeseman - District 37, Republican
- Kathleen McCarty - District 38, Republican
- Anthony Nolan - District 39, Democratic
- Christine Conley - District 40, Democratic
- André Bumgardner - District 41, Democratic
- Keith Denning - District 42, Democratic
- Greg Howard - District 43, Republican
- Anne Dauphinais - District 44, Republican
- Brian Lanoue - District 45, Republican
- Derell Wilson - District 46, Democratic
- Doug Dubitsky - District 47, Republican
- Mark DeCaprio - District 48, Republican
- Susan Johnson - District 49, Democratic
- Pat Boyd - District 50, Democratic
- Ricky Hayes - District 51, Republican
- Kurt Vail - District 52, Republican
- Tammy Nuccio - District 53, Republican
- Gregory Haddad - District 54, Democratic
- Steve Weir - District 55, Republican
- Kevin Brown - District 56, Democratic
- Jaime Foster - District 57, Democratic
- Tom Arnone - District 58, Democratic
- Carol Hall - District 59, Republican
- Jane Garibay - District 60, Democratic
- Tami Zawistowski - District 61, Republican
- Mark Anderson - District 62, Republican
- Jay Case - District 63, Republican
- Maria Horn - District 64, Democratic
- Michelle Cook - District 65, Democratic
- Karen Reddington-Hughes - District 66, Republican
- William Buckbee - District 67, Republican
- Joe Polletta - District 68, Republican
- Cindy Harrison - District 69, Republican
- Seth Bronko - District 70, Republican
- William Pizzuto - District 71, Republican
- Larry Butler - District 72, Democratic
- Ronald Napoli Jr. - District 73, Democratic
- Michael DiGiovancarlo - District 74, Democratic
- Geraldo Reyes - District 75, Democratic

- John Piscopo - District 76, Republican
- Cara Pavalock-D'Amato - District 77, Republican
- Joe Hoxha - District 78, Republican
- Mary Fortier - District 79, Democratic
- Gale Mastrofrancesco - District 80, Republican
- Christopher Poulos - District 81, Democratic
- Michael Quinn - District 82, Democratic
- Jonathan Fazzino - District 83, Democratic
- Hilda Santiago - District 84, Democratic
- Mary Mushinsky - District 85, Democratic
- Vincent Candelora - District 86, Republican
- Dave Yaccarino Sr. - District 87, Republican
- Joshua Elliott - District 88, Democratic
- Lezlye Zupkus - District 89, Republican
- Craig Fishbein - District 90, Republican
- Michael D'Agostino - District 91, Democratic
- Patricia Dillon - District 92, Democratic
- Toni Walker - District 93, Democratic
- Robyn Porter - District 94, Democratic
- Juan Candelaria - District 95, Democratic
- Roland J. Lemar - District 96, Democratic
- Alphonse Paolillo - District 97, Democratic
- Moira Rader - District 98, Democratic
- Joseph Zullo - District 99, Republican
- Kai Juanna Belton - District 100, Democratic
- John-Michael Parker - District 101, Democratic
- Robin Comey - District 102, Democratic
- Liz Linehan - District 103, Democratic
- Kara Rochelle - District 104, Democratic
- Nicole Klarides-Ditria - District 105, Republican
- Mitch Bolinsky - District 106, Republican
- Marty Foncello - District 107, Republican
- Pat Callahan - District 108, Republican
- Farley Santos - District 109, Democratic
- Bob Godfrey - District 110, Democratic
- Aimee Berger-Girvalo - District 111, Democratic
- Tony Scott - District 112, Republican
- Jason Perillo - District 113, Republican
- Mary Welander - District 114, Democratic
- Vacant - District 115
- Treneé McGee - District 116, Democratic
- Charles Ferraro - District 117, Republican
- Frank Smith - District 118, Democratic
- Kathy Kennedy - District 119, Republican
- Laura Dancho - District 120, Republican
- Joe Gresko - District 121, Democratic
- Ben McGorty - District 122, Republican
- David Rutigliano - District 123, Republican
- Andre Baker - District 124, Democratic
- Tom O'Dea - District 125, Republican
- Fred Gee Jr. - District 126, Democratic
- Marcus Brown - District 127, Democratic
- Christopher Rosario - District 128, Democratic
- Steven Stafstrom - District 129, Democratic

- Antonio Felipe - District 130, Democratic
- David Labriola - District 131, Republican
- Jennifer Leeper - District 132, Democratic
- Cristin Vahey - District 133, Democratic
- Sarah Keitt - District 134, Democratic
- Anne Hughes - District 135, Democratic
- Jonathan Steinberg - District 136, Democratic
- Kadeem Roberts - District 137, Democratic
- Rachel Chaleski - District 138, Republican
- Kevin Ryan - District 139, Democratic
- Travis Simms - District 140, Democratic
- Tracy Marra - District 141, Republican
- Lucy Dathan - District 142, Democratic
- Dominique Johnson - District 143, Democratic
- Hubert Delany - District 144, Democratic
- Corey Paris - District 145, Democratic
- David Michel - District 146, Democratic
- Matt Blumenthal - District 147, Democratic
- Anabel Figueroa - District 148, Democratic
- Rachel Khanna - District 149, Democratic
- Steve Meskers - District 150, Democratic
- Hector Arzeno - District 151, Democratic

As well as communication with recognized esteemed organizations.

National and International Organizations:

- American Association of People with Disabilities (AAPD)
- The Consortium for Citizens with Disabilities (CCD)
- Disability Rights Education and Defense Fund (DREDF)
- Disabled in Action (DIA)
- Equip for Equality
- National Disability Rights Network (NDRN)
- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

National Whistleblower / Retaliation Advocates

- Government Accountability Project (GAP)
- The Whistleblower Project
- ExposeFacts

- Freedom of the Press Foundation
- National Whistleblower Center
- Project On Government Oversight (POGO)
- Public Employees for Environmental Responsibility (PEER)
- Whistleblower Aid

News Media Outlets and Journalists:

Reporters Committee for Freedom of the Press, The New York Times, The Washington Post The Associated Press (AP), ProPublica, The Wall Street Journal, National Public Radio (NPR) Reuters, CNN, BuzzFeed News, VICE News, Fox News, NBC, MSNBC etc.

Reason for Expedition and Personal Circumstances:

As a survivor of a brain injury and stroke, my condition necessitates prompt access to the requested information. The nature of my disabilities can sometimes impose barriers to effective self-advocacy and communication. Timely access to these records is not just a matter of legal right but also a critical component of my ability to manage and respond to the challenges posed by my disabilities.

The potential delay in receiving this information could significantly impact my ability to effectively advocate for myself and others in similar situations. The information requested is crucial for ensuring that rights are not just upheld but actively protected, particularly in the context of disability support and advocacy.

Under the FOIA, there is provision for expedited processing when the person requesting the information demonstrates a compelling need. According to the FOIA, a compelling need is defined as a situation where failure to obtain the requested records could reasonably be expected to pose an imminent threat to the life or physical safety of an individual. In my case, while there may not be

an immediate physical threat, the lack of timely information significantly impairs my rights and advocacy efforts, which are essential for my wellbeing and that of others who rely on my support and expertise.

Therefore, I kindly request that my FOIA application be processed on an expedited basis, in recognition of these factors. Your prompt attention to this request would be greatly appreciated and would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I will also expect you to release all segregable portions of otherwise exempt material. I reserve the right to appeal your decision to withhold any information.

Communication Accommodations:

Due to my personal circumstances, including living with a brain injury and being a stroke survivor, I find electronic forms of communication are more effective for my full participation and understanding. These methods allow me to better process, comprehend, and reference the details of our interactions. I kindly request that all communications regarding this FOIA request, including any acknowledgments, updates, or responses, be directed to me via email or written correspondence.

Your prompt attention to and accommodation of my request will not only adhere to the legal framework but also support my ongoing commitment to advocating for human rights and improving the Medicaid ABI Waiver Program in Connecticut. I appreciate your understanding and cooperation in this matter.

Thank you for your assistance and consideration.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.



The following list contains the entire submission submitted January 02, 2024 07:35:02am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	Medeiros
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	1004841
Confirmation ID	1004256

Request description

01.02.2024 Subject: Freedom of Information Act Request – Expedited Processing Dear FOIA officer, Under the Freedom of Information Act, I, David Medeiros, founder and owner of ABI Resources, hereby request access to all email communications pertaining to ABI Resources and/or David Medeiros sent or received by George Chamberlin, Beth A. Carangelo, Roderick Bremby, Kathy A. Bruni, Dorian Long, Amy E. Dumont, and the Office of Legal Counsel, Department of Social Services (olcrah.DSS@ct.gov) from the year 2013 to the present date. George.Chamberlin@ct.gov Beth.Carangelo@ct.gov roderick.bremby@ct.gov olcrah.DSS@ct.gov olcrah.DSS@ct.gov Kathy.a.Bruni@ct.gov dorian.long@ct.gov Amy.Dumont@ct.gov Expedited Processing Request: This request is in connection with the ongoing legal case, David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220. The expeditious processing of this request is critical as the information is urgently required for ongoing legal proceedings and holds substantial public interest, particularly in relation to whistleblower retaliation and disability rights advocacy. Compelling Need for Urgency: This case carries significant implications in the fields of civil rights, disability advocacy, and whistleblower protection, drawing acute public concern. As a public figure and business owner in the disability support sector, the requested information is vital for my advocacy efforts and the public's comprehension of governmental actions in these pivotal areas. Personal Circumstances: As an individual with a brain injury and a stroke survivor, my personal circumstances emphasize the urgency of this request, directly influencing my capacity to effectively navigate these fields. Format of Records: In line with the Americans with Disabilities Act (ADA), I request that all records be furnished in an accessible electronic format. Contact Information Requirement: Please include names, official email addresses, and office phone numbers of each CT DSS social worker involved in the ABI waiver program during this period. Unique Nature of Request: This request is of significant relevance to ongoing public and legal discussions in civil rights, whistleblower protection, and disability advocacy. Contact Information for FOIA Officer: Kindly provide the contact details of the FOIA officer assigned to this request. Appeal Procedures: In the event of any denial of this request, please cite the specific exemptions that justify such a decision and furnish details of the appeal procedures as per the law. Your prompt attention to this matter is highly appreciated. I anticipate a swift response in accordance with FOIA guidelines. Thank

Supporting documentation

Fees

Fee waiver no

Expedited processing

Expedited Processing yes

Explanation

01.02.2024 Subject: Freedom of Information Act Request – Expedited Processing Dear FOIA officer, Under the Freedom of Information Act, I, David Medeiros, founder and owner of ABI Resources, hereby request access to all email communications pertaining to ABI Resources and/or David Medeiros sent or received by George Chamberlin, Beth A. Carangelo, Roderick Bremby, Kathy A. Bruni, Dorian Long, Amy E. Dumont, and the Office of Legal Counsel, Department of Social Services (olcrah.DSS@ct.gov) from the year 2013 to the present date. George.Chamberlin@ct.gov Beth.Carangelo@ct.gov roderick.bremby@ct.gov olcrah.DSS@ct.gov olcrah.DSS@ct.gov Kathy.a.Bruni@ct.gov dorian.long@ct.gov Amy.Dumont@ct.gov Expedited Processing Request: This request is in connection with the ongoing legal case, David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220. The expeditious processing of this request is critical as the information is urgently required for ongoing legal proceedings and holds substantial public interest, particularly in relation to whistleblower retaliation and disability rights advocacy. Compelling Need for Urgency: This case carries significant implications in the fields of civil rights, disability advocacy, and whistleblower protection, drawing acute public concern. As a public figure and business owner in the disability support sector, the requested information is vital for my advocacy efforts and the public's comprehension of governmental actions in these pivotal areas. Personal Circumstances: As an individual with a brain injury and a stroke survivor, my personal circumstances emphasize the urgency of this request, directly influencing my capacity to effectively navigate these fields. Format of Records: In line with the Americans with Disabilities Act (ADA), I request that all records be furnished in an accessible electronic format. Contact Information Requirement: Please include names, official email addresses, and office phone numbers of each CT DSS social worker involved in the ABI waiver program during this period. Unique Nature of Request: This request is of significant relevance to ongoing public and legal discussions in civil rights, whistleblower protection, and disability advocacy. Contact Information for FOIA Officer: Kindly provide the contact details of the FOIA officer assigned to this request. Appeal Procedures: In the event of any denial of this request, please cite the specific exemptions that justify such a decision and furnish details of the appeal procedures as per the law. Your prompt attention to this matter is highly appreciated. I anticipate a swift response in accordance with FOIA guidelines. Thank

From: ABI RESOURCES 860 942-0365
Sent: Thursday, December 7, 2023 12:00 PM
To: CMS FOIA Request
Subject: 12.07.2023 Freedom of Information Act Request - CMS HHS Records
Pertaining to Dr. Michelle Brisma...

12.07.2023

Subject: Freedom of Information Act Request - CMS HHS Records Pertaining to Dr.
Michelle Brisman, Ph.D.

Dear FOIA Compliance Officer,

Under the authority granted by the Freedom of Information Act (5 U.S.C. § 552), I am requesting access to and copies of all CMS HHS records related to Dr. Michelle Brisman, Ph.D., a licensed Neuropsychologist (NPI Number: 1770663460, Medical License: 002344, CT), in relation to her involvement in the Connecticut Medicaid ABI Waiver Program 1 and 2, and the Money Follows the Person (MFP) Program.

1. Registration and Certification Records:

Please include all documentation pertaining to Dr. Michelle Brisman's registration, certification, and authorization for participation in the ABI Waiver Program 1 and 2, and the MFP Program.

2. Financial Records and Transactions:

A detailed account of all financial transactions, including the total number of consumers served by Dr. Brisman, itemized billing statements, and records of payments made for services rendered by her and any entities billing on her behalf.

3. Consumer Service Records:

Complete details of the services provided by Dr. Brisman, including the number of consumers served, nature of services, dates, times, locations, and the approval process for these services.

4. Oversight and Compliance Documentation:

All relevant records detailing oversight, verification processes, and compliance checks to ensure adherence to program guidelines by Dr. Brisman and associated entities.

5. Supplementary Records:

Any relevant reports, audits, policy documents, internal communications, complaints, grievances, and compliance reviews related to Dr. Brisman's professional activities within these programs.

6. Privacy and Confidentiality Adherence:

In compliance with FOIA guidelines, please redact any exempt portions of records, citing the specific statutory exemption applied.

7. ADA Compliance:

I request that all records be provided in an accessible electronic format, as per the Americans with Disabilities Act (ADA) requirements.

8. Unique Nature of Request:

This request is unique and should be treated as distinct from other FOIA requests.

9. Contact Information of FOIA Officer:

Kindly provide the contact details of the FOIA officer responsible for this request.

10. This request spans a period of the last seven years to the present day.

Your prompt and thorough attention to this request is greatly appreciated.

Best regards,
David Medeiros
ABI Resources

<[HTTPS://WWW.CTBRAININJURY.COM](https://www.ctbraininjury.com)>

The following list contains the entire submission submitted January 03, 2024 10:50:02am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	Medeiros
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	1006161
Confirmation ID	1005576

Document is attached Date: 01.02.2024 Subject: Freedom of Information Act Request – Expedited Processing Requested Request for Information under the Freedom of Information Act. ADA The Americans with Disabilities Act (ADA) The Whistleblower Protection Act (WPA) Dear FOIA Officer Appropriate Authority/Agency, I am writing to submit a formal request under the provisions of the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq. As a brain injury survivor, stroke survivor, and founder of ABI Resources, a company dedicated to providing disability support services, I have a vested interest in ensuring the effectiveness and integrity of programs designed to aid individuals with disabilities. This request focuses on obtaining detailed records and communications regarding the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program and other state and federally funded programs for the disabled. Scope of Request: All Communications and Correspondences: Seeking detailed emails, memos, letters, and other communications between state employees and care management providers associated with Connecticut Community Care. Emphasis on communications relating to the Connecticut Department of Social Services and the Connecticut Commission on Human Rights and Opportunities. Activities and Involvement Records: Documentation of activities, roles, and involvement of all Connecticut government employees within the Connecticut Medicaid ABI Waiver Program, specifically highlighting my involvement as David Medeiros and ABI Resources. Justification and Context: Legal cases related to civil rights violations, disability discrimination, or whistleblower retaliation. Roles and responsibilities within the ABI Waiver Program. Written communications about the program's operations. Records of meetings, reports, audits, or evaluations. Grievances and Complaints: All grievances, complaints, whistleblower complaints, and retaliation complaints from 2014 to present. List of Contacts and Programs: (Elaborate on each individual and program, explaining their relevance to the request) Reason for Expedition and Personal Circumstances: As a survivor of a brain injury and stroke, the nature of my disabilities sometimes imposes barriers to effective self-advocacy and communication. Timely access to these records is crucial for my ability to manage and respond to the challenges posed by my disabilities. The delay in receiving this information could significantly impact my advocacy efforts. Under the FOIA, there is provision for expedited processing when the requester demonstrates a compelling need. While there may not be an immediate physical threat, the lack of timely

Request description

Supporting documentation

Additional Information

01.03.2024 FOIA CCC CCCi Freedom of Information Act Expedited Processing Requested CHRO DSS ADA Whistleblower Protections David Medeiros ABI Resources Connecticut .pdf

Fees

Fee waiver

no

Expedited processing

Expedited Processing

yes

Explanation

Reason for Expedition and Personal Circumstances: As a survivor of a brain injury and stroke, my condition necessitates prompt access to the requested information. The nature of my disabilities can sometimes impose barriers to effective self-advocacy and communication. Timely access to these records is not just a matter of legal right but also a critical component of my ability to manage and respond to the challenges posed by my disabilities. The potential delay in receiving this information could significantly impact my ability to effectively advocate for myself and others in similar situations. The information requested is crucial for ensuring that rights are not just upheld but actively protected, particularly in the context of disability support and advocacy. Under the FOIA, there is provision for expedited processing when the person requesting the information demonstrates a compelling need. According to the FOIA, a compelling need is defined as a situation where failure to obtain the requested records could reasonably be expected to pose an imminent threat to the life or physical safety of an individual. In my case, while there may not be an immediate physical threat, the lack of timely information significantly impairs my rights and advocacy efforts, which are essential for my wellbeing and that of others who rely on my support and expertise. Therefore, I kindly request that my FOIA application be processed on an expedited basis, in recognition of these factors. Your prompt attention to this request would be greatly appreciated and would support my ongoing efforts to champion the rights and needs of individuals with disabilities. If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I will also expect you to release all segregable portions of otherwise exempt material. I reserve the right to appeal your decision to withhold any information.

Communication Accommodations: Due to my personal circumstances, including living with a brain injury and being a stroke survivor, I find electronic forms of communication are more effective for my full participation and understanding. These methods allow me to better process, comprehend, and reference the details of our interactions. I kindly request that all communications regarding this FOIA request, including any acknowledgments, updates, or responses, be directed to me via email or written correspondence. Your cooperation in this regard is not only a legal compliance matter but also an acknowledgment of the accommodations necessary for effective communication and information access. A prompt and detailed response to this request is essential for the transparent and accountable functioning of the

The following list contains the entire submission submitted January 03, 2024 07:45:03am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	Medeiros
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	1005971
Confirmation ID	1005386

Request description

Date: 01.02.2024 Documents are attached. Subject: Freedom of Information Act Request – Expedited Processing Requested Dear FOIA Officer, I, David Medeiros, founder of ABI Resources and a brain injury survivor, am submitting a request under the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq., for records related to Michael Slitt's involvement in the Connecticut Medicaid Acquired Brain Injury Waiver Program. This request is in direct connection with the legal case "David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220" and pertains to civil rights and whistleblower retaliation grievances.

Expedited Processing Request: Due to the urgent nature of this request, especially its connection with the mentioned legal case and Whistleblower Comprehensive Grievance reports, I request expedited processing.

Specific Information Requested: All legal cases, complaints, and proceedings related to civil rights violations, disability discrimination, or whistleblower retaliation within the ABI Waiver Program. Detailed records of Mr. Slitt's employment and responsibilities, including written communications and meeting records. Reports, audits, or evaluations involving Mr. Slitt in the program context. This information is vital for understanding program dynamics, especially concerning civil disability rights and whistleblower protections.

Context and Importance: This request aligns with my personal circumstances as a disability advocate and brain injury survivor. Timely access to these records is essential for effective advocacy and self-representation, given the nature of my disability. Under the FOIA, I assert a compelling need for expedited processing, as delays could impair my advocacy efforts and rights.

Communication Accommodations: Due to my condition, I request all communications be made via email or written correspondence for better processing and understanding. Your prompt response is crucial for transparency and accountability in the Connecticut Medicaid ABI Waiver Program and will aid in advocacy and policy analysis.

Conclusion: I reserve the right to appeal any decision to withhold information or deny a waiver of fees and expect justification for all deletions with reference to specific exemptions of the Act. Thank you for your attention to this matter. Best regards, David Medeiros ABI Resources Medicaid Acquired Brain Injury ABI Waiver Program Provider

Supporting documentation

Additional Information

01.03.2024 FOIA Michael Slitt Freedom of Information Act Expedited Processing Requested CHRO DSS ADA Whistleblower Protections David Medeiros ABI Resources Connecticut .pdf

Fees

Fee waiver	no

Expedited processing

Expedited Processing	yes

Explanation

Reason for Expedition and Personal Circumstances: As a survivor of a brain injury and stroke, my condition necessitates prompt access to the requested information. The nature of my disabilities can sometimes impose barriers to effective self-advocacy and communication. Timely access to these records is not just a matter of legal right but also a critical component of my ability to manage and respond to the challenges posed by my disabilities. The potential delay in receiving this information could significantly impact my ability to effectively advocate for myself and others in similar situations. The information requested is crucial for ensuring that rights are not just upheld but actively protected, particularly in the context of disability support and advocacy. Under the FOIA, there is provision for expedited processing when the person requesting the information demonstrates a compelling need. According to the FOIA, a compelling need is defined as a situation where failure to obtain the requested records could reasonably be expected to pose an imminent threat to the life or physical safety of an individual. In my case, while there may not be an immediate physical threat, the lack of timely information significantly impairs my rights and advocacy efforts, which are essential for my wellbeing and that of others who rely on my support and expertise. Therefore, I kindly request that my FOIA application be processed on an expedited basis, in recognition of these factors. Your prompt attention to this request would be greatly appreciated and would support my ongoing efforts to champion the rights and needs of individuals with disabilities. If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I will also expect you to release all segregable portions of otherwise exempt material.

The following list contains the entire submission submitted December 26, 2023 03:50:04pm ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	Medeiros
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	999171
Confirmation ID	998586

Date: 12/26/2023 Subject: Freedom of Information Act Request – Expedited Processing Requested I am writing to submit a request under the Connecticut Freedom of Information Act, and Conn. Gen. Stat. § 1-200 et seq. As a brain injury survivor, stroke survivor, and founder of ABI Resources, a company providing disability support services. The purpose of this request is to obtain records pertaining to:

- All grievances, complaints, whistleblower complaints, and retaliation complaints.
- Any legal cases, including lawsuits or administrative proceedings, relating to civil rights violations, disability discrimination, or whistleblower retaliation within these programs.

This request seeks access to records pertaining to all grievances, complaints, whistleblower complaints, and retaliation complaints. This includes any legal cases, lawsuits, or administrative proceedings related to civil rights violations, disability discrimination, or whistleblower retaliation within Connecticut's various state-managed programs. The records are critical for understanding the dynamics of interactions within these programs, especially in the context of civil disability rights and whistleblower protections. They are pivotal for informed advocacy and ensuring compliance with legal and ethical standards in these vital areas. I specifically refer to the case of David Medeiros v. State of CT Department of Social Services (CHRO No. 2410220), in which I am directly involved. This case underlines the urgent need for transparency and accountability within state-managed disability support programs.

Given the direct connection of this request to the following:

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.

Whistleblower Report
Prepared by: David Medeiros and ABI Resources LLC
Date: November 21, 2023
ABI Resources LLC
39 Kings Hwy STE C Gales Ferry, CT. 06226
860 942-0365

• 12.23.2023 Letter - Governor Ned Lamont: Addressing Systemic Failure in ADA Compliance and Disability Discrimination in Connecticut – A Call to Action Against Whistleblower Retaliation and the Failure of CT DSS and CHRO to Uphold Disability Rights.

Given my personal circumstances as a brain injury and stroke survivor, timely access to these records is not just a legal right but a necessity. The nature of my disabilities sometimes imposes barriers to effective self-advocacy and communication. Prompt access to these records is crucial for my ability to manage and respond to the challenges posed by my disabilities. Under the FOIA, there is a provision for expedited processing when the requester demonstrates a compelling need. While there may not be an

Supporting documentation

Additional Information

12.26.2023 FOIA Freedom of Information Act. Failure in ADA Accommodation Compliance. Disability Discrimination Whistleblower Retaliation .pdf

Fees

Fee waiver

no

Expedited processing

Expedited Processing

yes

Explanation

Reason for Expedition and Personal Circumstances: As a survivor of a brain injury and stroke, my condition necessitates prompt access to the requested information. The nature of my disabilities can sometimes impose barriers to effective self-advocacy and communication. Timely access to these records is not just a matter of legal right but also a critical component of my ability to manage and respond to the challenges posed by my disabilities. The potential delay in receiving this information could significantly impact my ability to effectively advocate for myself and others in similar situations. The information requested is crucial for ensuring that rights are not just upheld but actively protected, particularly in the context of disability support and advocacy. Under the FOIA, there is provision for expedited processing when the person requesting the information demonstrates a compelling need. According to the FOIA, a compelling need is defined as a situation where failure to obtain the requested records could reasonably be expected to pose an imminent threat to the life or physical safety of an individual. In my case, while there may not be an immediate physical threat, the lack of timely information significantly impairs my rights and advocacy efforts, which are essential for my wellbeing and that of others who rely on my support and expertise. Therefore, I kindly request that my FOIA application be processed on an expedited basis, in recognition of these factors. Your prompt attention to this request would be greatly appreciated and would support my ongoing efforts to champion the rights and needs of individuals with disabilities. If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I will also expect you to release all segregable portions of otherwise exempt material. I reserve the right to appeal your decision to withhold any information.

Communication Accommodations: Due to my personal circumstances, including living with a brain injury and being a stroke survivor, I find electronic forms of communication are more effective for my full participation and understanding. These methods allow me to better process, comprehend, and reference the details of our interactions. I kindly request that all communications regarding this FOIA request, including any acknowledgments, updates, or responses, be directed to me via email or written correspondence. Your prompt attention to and accommodation of my request will not only adhere to the legal framework but also support my ongoing commitment to advocating for human rights and improving the Medicaid ABI Waiver Program in Connecticut. I appreciate your understanding and

From: ABI RESOURCES 860 942-0365
Sent: Thursday, December 7, 2023 12:00 PM
To: CMS FOIA Request
Subject: 12.07.2023 FOIA Freedom of Information Act Request - CMS HHS Dr. Nichole Collins Records

12.07.2023 FOIA Freedom of Information Act Request - CMS Dr. Nichole Collins' Records'

Dear FOIA Compliance Officer,

In accordance with the Freedom of Information Act (5 U.S.C. § 552), I am requesting access to and copies of all CMS HHS records concerning Dr. Nichole Collins, Ph.D., whose credentials include PHD, BCBA, LBA, and who holds a Connecticut License (#326). Dr. Collins is registered under the NPI Number 1891238853. This request specifically pertains to her professional engagement with the Connecticut Medicaid ABI Waiver Program 1 and 2, and the Money Follows the Person (MFP) Program.

1. Professional Credentials and Licensing:

Please provide records confirming Dr. Collins's credentials and her licensure status in the state of Connecticut.

2. Financial Records:

Detailed financial documentation is requested, including the total number of consumers served, itemized billing statements, and payments received for services rendered by Dr. Collins and any associated billing entities.

3. Consumer Service Records:

Complete information regarding the consumers served by Dr. Collins, including services provided, dates, times, and locations, along with the approval process documentation for these services.

4. Program Compliance and Oversight:

Documents pertaining to the oversight and compliance measures ensuring adherence to program standards by Dr. Collins and related entities.

5. Supplementary Records:

Requesting any related audits, reports, internal communications, policy documents, complaints, grievances, and compliance reviews involving Dr. Collins's participation in

the aforementioned Medicaid programs.

6. Privacy and Confidentiality:

Should any information be exempt from disclosure under FOIA, I request that such information be redacted with a detailed justification, citing the relevant statutory exemption.

7. ADA Compliance:

In accordance with the Americans with Disabilities Act, please provide all records in an accessible electronic format.

8. Request Distinctiveness:

This request is unique and should be processed independently of other FOIA requests.

9. FOIA Officer Correspondence:

Kindly include the contact information of the FOIA officer responsible for this request.

10. The scope of this request covers a period from the past seven years to the present date.

I appreciate your prompt attention to this matter.

Best regards,
David Medeiros
ABI Resources

<[HTTPS://WWW.CTBRAININJURY.COM](https://www.ctbraininjury.com)>

The following list contains the entire submission submitted December 23, 2023 11:30:02am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	Medeiros
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	998046
Confirmation ID	997461

Request description

Subject: Freedom of Information Act Request - Contact Information of Connecticut Constitutional Offices and Public Officials Dear FOIA Officer, As the founder and owner of ABI Resources, a company specializing in disability support services, and an advocate with a profound dedication to civil rights and legal justice, I am submitting this request under the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq. Request for Information: I am requesting access to and copies of all records containing the following information: A comprehensive list of all public officials, employees, and staff within Connecticut's Constitutional Offices, including but not limited to names, titles, and CT.gov email addresses. A comprehensive list of all public officials, employees, and staff within Connecticut's House of Representatives Offices, including but not limited to names, titles, and CT.gov email addresses. A comprehensive list of all public officials, employees, and staff within Connecticut's Senators including but not limited to names, titles, and CT.gov email addresses. Expedited Processing Request: Given the urgent nature of this request, which is intricately linked to a legal case (David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220) and a comprehensive grievance report addressing issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program Whistleblower report, I am requesting expedited processing of this FOIA request. Communication Accommodations: Due to my personal circumstances, including living with a brain injury and being a stroke survivor, I find that alternate forms of communication, such as email or written messages, are more effective for my full participation and understanding. These methods allow me to better process, comprehend, and reference the details of our interactions. I kindly request that all communications regarding this FOIA request, including any acknowledgments, updates, or responses, be directed to me via email or written correspondence. Your prompt attention to and accommodation of my request will not only adhere to the legal framework but also support my ongoing commitment to advocating for human rights and improving the Medicaid ABI Waiver Program in Connecticut. I appreciate your understanding and cooperation in this matter. Thank you for your assistance and consideration. Best regards, David Medeiros ABI Resources Medicaid Acquired Brain Injury ABI Waiver Program Provider

Supporting documentation

Fees

Fee waiver

no

Expedited processing

Expedited Processing

yes

Expedited Processing Request: Given the urgent nature of this request, which is intricately linked to a legal case (David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220) and a comprehensive grievance report addressing issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program Whistleblower report, I am requesting expedited processing of this FOIA request. Communication Accommodations: Due to my personal circumstances, including living with a brain injury and being a stroke survivor, I find that alternate forms of communication, such as email or written messages, are more effective for my full participation and understanding. These methods allow me to better process, comprehend, and reference the details of our interactions. I kindly request that all communications regarding this FOIA request, including any acknowledgments, updates, or responses, be directed to me via email or written correspondence. Your prompt attention to and accommodation of my request will not only adhere to the legal framework but also support my ongoing commitment to advocating for human rights and improving the Medicaid ABI Waiver Program in Connecticut. I appreciate your understanding and cooperation in this matter.

Explanation

The following list contains the entire submission submitted December 23, 2023 01:20:06pm ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	Medeiros
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	998111
Confirmation ID	997526

Request description

Subject: Request for Information under the Freedom of Information Act – Astread Ferron Poole's Involvement in the Connecticut Medicaid ABI Waiver Program

Dear FOIA Officer, I am submitting this request under the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq., to obtain records pertaining to Chief of Staff at the Connecticut Department of Social Services (DSS) and the Director of Administration Astread Ferron-Poole's role and activities within the Connecticut Medicaid Acquired Brain Injury Waiver Program. This request is made with the utmost seriousness and urgency to obtain comprehensive records concerning Astread Ferron-Poole's involvement in the Connecticut Medicaid Acquired Brain Injury Waiver Program, and any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation. Expedited

Processing Request: The nature of this request is critical due to its direct connection with the legal case (David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220) and the Whistleblower Comprehensive Grievance reports concerning the ABI Waiver Program. Given these circumstances, I am requesting expedited processing. Specific Information

Requested: To gain a thorough understanding of Ms. Ferron-Poole's involvement in the program, I request the following: Complete records detailing Ms. Ferron-Poole's employment, roles, and responsibilities within the ABI Waiver Program. All written communications, including emails and memos, involving Ms. Ferron-Poole related to the program's operations. Records of meetings, including minutes and notes, with Ms. Ferron-Poole's participation, pertinent to the program. Reports, audits, or evaluations involving Ms. Ferron-Poole in the context of the program. Records of Reports of any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation. From the first date of employment to the present day.

Communication Accommodations: In light of my personal circumstances, including living with a brain injury and being a stroke survivor, I request that all communications related to this FOIA request be conducted via email correspondence. This will ensure that I can fully process and comprehend the information, in line with my capabilities and needs. Your cooperation in this regard is not only a legal compliance matter but also an acknowledgment of the accommodations necessary for effective communication and information access. A prompt and detailed response to this request is essential for the transparent and accountable functioning of the Connecticut Medicaid ABI Waiver Program. Your attention to this matter will significantly contribute to

Supporting documentation

Fees

Fee waiver no

Expedited processing

Expedited Processing yes

Explanation

Expedited Processing Request: The nature of this request is critical due to its direct connection with the legal case (David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220) and the Whistleblower Comprehensive Grievance reports concerning the ABI Waiver Program. Given these circumstances, I am requesting expedited processing.

Specific Information Requested: To gain a thorough understanding of Ms. Ferron-Poole's involvement in the program, I request the following: Complete records detailing Ms. Ferron-Poole's employment, roles, and responsibilities within the ABI Waiver Program. All written communications, including emails and memos, involving Ms. Ferron-Poole related to the program's operations. Records of meetings, including minutes and notes, with Ms. Ferron-Poole's participation, pertinent to the program. Reports, audits, or evaluations involving Ms. Ferron-Poole in the context of the program. Records of Reports of any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation. From the first date of employment to the present day. Communication Accommodations: In light of my personal circumstances, including living with a brain injury and being a stroke survivor, I request that all communications related to this FOIA request be conducted via email correspondence. This will ensure that I can fully process and comprehend the information, in line with my capabilities and needs. Your cooperation in this regard is not only a legal compliance matter but also an acknowledgment of the accommodations necessary for effective communication and information access. A prompt and detailed response to this request is essential for the transparent and accountable functioning of the Connecticut Medicaid ABI Waiver Program. Your attention to this matter will significantly contribute to ongoing advocacy self advocacy efforts and policy analysis in this critical area of public health and disability support. Thank you for your prompt attention to this request. Best regards, David Medeiros ABI Resources Medicaid Acquired Brain Injury ABI Waiver Program Provider

The following list contains the entire submission submitted December 21, 2023 02:10:12pm ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	Medeiros
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	996526
Confirmation ID	995941

Request description

12.21.2023 Subject: Freedom of Information Act Request for Records Related to Dr. Cherron Payne and Associated Connecticut Matters Dear Freedom of Information Officer, I am writing to request all records under the Freedom of Information Act (FOIA) pertaining to communications, complaints, whistleblower retaliations, and disability discrimination involving any employee of the Connecticut Commission on Human Rights and Opportunities (CHRO) and representatives of the Department of Social Services (DSS) in relation to Dr. Cherron Payne of Farmington, Connecticut. This request is specifically directed towards her role as an administrative law judge and chief human rights referee for the CHRO, as appointed by Governor Ned Lamont. Nature of Request: This FOIA request seeks to uncover communications records relevant to a whistleblower complaint addressing systemic injustice, particularly concerning disability discrimination and whistleblower retaliation. Expedited Processing Request: Given the ongoing legal case, David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220, I request expedited processing of this FOIA. The information is urgently required for public knowledge and understanding of this significant matter. Format of Records: In compliance with the Americans with Disabilities Act (ADA), I request that all records be provided in an accessible electronic format. Unique Nature of Request: This request is of a comprehensive scope and is particularly significant due to its relevance to ongoing public and legal discussions. It is imperative that these records are disclosed to ensure transparency and accountability in public service. Contact Information Request: Please provide the contact details of the FOIA officer responsible for the processing of this request. Appeal Procedures: If any part of this request is denied, I kindly ask that you cite the specific FOIA exemptions applied and provide detailed appeal procedures as per the law. Conclusion: I appreciate your prompt attention to this urgent and significant matter. The disclosure of these records is essential for maintaining public trust and ensuring justice in our legal and civil rights systems. David Medeiros ABI Resources Connecticut Medicaid Acquired Brain Injury ABI Waiver Program Provider.

Supporting documentation

Fees

Fee waiver

no

Expedited processing

Expedited Processing

yes

Explanation

Given the ongoing legal case, David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220, I request expedited processing of this FOIA. The information is urgently required for public knowledge and understanding of this significant matter.



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>

Date: 01.02.2024

Subject: Freedom of Information Act Request – Expedited Processing Requested

Request for Information under the Freedom of Information Act – Jennifer Zakrzewsk's jennifer.zakrzewski@ct.gov

Dear FOIA Officer,

I am submitting this request under the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq., to obtain records pertaining to Jennifer Zakrzewsk's role and activities within the Connecticut Medicaid Acquired Brain Injury Waiver Program, David Medeiros and ABI Resources. This request is made with the utmost seriousness and urgency to obtain comprehensive records concerning Jennifer Zakrzewsk's involvement in the Connecticut Medicaid Acquired Brain Injury Waiver Program, and any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation. I am writing to submit a request under the Connecticut Freedom of Information Act, and Conn. Gen. Stat. § 1-200 et seq. As a brain injury survivor, stroke survivor, and founder of ABI Resources, a company providing disability support services.

Expedited Processing Request:

The nature of this request is critical due to its direct connection with the legal case (David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220) and the Whistleblower Comprehensive Grievance reports concerning the ABI Waiver Program. Given these circumstances, I am requesting expedited processing.

Specific Information Requested:

To gain a thorough understanding of Ms. Zakrzewsk's involvement in the program, I request the following:

All legal cases, including lawsuits or administrative proceedings, relating to civil rights violations, disability discrimination, or whistleblower retaliation within these programs.

Complete records detailing Ms. Zakrzewsk's employment, roles, and responsibilities within the ABI Waiver Program as well as CHRO civil rights.

All written communications, including emails and memos, involving Ms. Zakrzewsk related to the program's operations.

Records of meetings, including minutes and notes, with Ms. Zakrzewsk's participation, pertinent to the program.

Reports, audits, or evaluations involving Ms. Zakrzewsk in the context of the program.

Records of Reports of any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation.

From the first date of employment to the present day.

All grievances, complaints, whistleblower complaints, and retaliation complaints.

This request seeks access to records pertaining to all grievances, complaints, whistleblower complaints, and retaliation complaints. This includes any legal cases, lawsuits, or administrative proceedings related to civil rights violations, disability discrimination, or whistleblower retaliation within Connecticut's various state-managed programs

The records are critical for understanding the dynamics of interactions within these programs, especially in the context of civil disability rights and whistleblower protections. They are pivotal for informed advocacy and ensuring compliance with legal and ethical standards in these vital areas.

I specifically refer to the case of David Medeiros v. State of CT Department of Social Services (CHRO No. 2410220), in which I am directly involved. This case underlines the urgent need for transparency and accountability within state-managed disability support programs. Given the direct connection of this request to the following

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by: David Medeiros and ABI Resources LLC Date: November 21, 2023 ABI Resources LLC 39 Kings Hwy STE C Gales Ferry, CT. 06226 860 942-0365
- 12.23.2023 Letter - Governor Ned Lamont: Addressing Systemic Failure in ADA Compliance and Disability Discrimination in Connecticut – A Call to Action Against Whistleblower Retaliation and the Failure of CT DSS and CHRO to Uphold Disability Rights.

Given my personal circumstances as a brain injury and stroke survivor, timely access to these records is not just a legal right but a necessity. The nature of my disabilities sometimes imposes barriers to effective self-advocacy and communication. Prompt access to these records is crucial for my ability to manage and respond to the challenges posed by my disabilities.

Under the FOIA, there is a provision for expedited processing when the requester demonstrates a compelling need. While there may not be an immediate physical threat in my case, the lack of timely information significantly impairs my rights and advocacy efforts, essential for my wellbeing and that of others relying on my support and expertise.

Therefore, I request that my FOIA application be processed on an expedited basis, recognizing these factors. Your prompt attention to this request would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

Should any part of my request be denied, I ask for a justification for all deletions by reference to specific exemptions of the Act and expect the release of all segregable portions of otherwise exempt material. I reserve the right to appeal any decision to withhold information or deny a waiver of fees.

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections pertaining to these state-managed programs.

- Acquired Brain Injury (ABI) Program
- Alzheimer's Respite Care Program
- Autism Spectrum Disorder - ASD
- Birth to Three
- Board of Education and Services for the Blind
- Care4Kids
- Certified Community Behavioral Health Clinics
- Child Support
- CHOICES - CT's State Health Insurance Assistance Program for Medicare Beneficiaries
- Commodity Supplemental Food Program

- Community First Choice
- Community Options
- Connect-Ability
- Connecticut AIDS Drug Assistance Program (CADAP)
- Connecticut Behavioral Health Partnership - CTBHP
- Connecticut Energy Assistance Program
- Connecticut Home Care Program For Elders
- Connecticut Housing Engagement and Support Services (CHESS) Initiative
- Connecticut Integrated Care for Kids
- Connecticut Supplemental Nutrition Assistance Program Education (SNAP-Ed)
- CT Medicaid Enterprise Technology System (CT METS)
- Deaf and Hard of Hearing Services
- Department of Rehabilitation Services
- Disability Services
- Durable Medical Equipment
- Economic Security - Financial Assistance
- Elderly Simplified Application Project (ESAP)
- Electronic Visit Verification
- Fatherhood Initiative of CT
- Grandparents As Parents
- Housing Options for Seniors
- Human Services Infrastructure
- HUSKY (Medicaid) Coverage for Breast and Cervical Cancer
- HUSKY Health (Medicaid & Children's Health Insurance Program)
- Jobs First
- Long-Term Services and Supports - LTSS
- Med-Connect (Medicaid for Employees with Disabilities)
- Medicaid Nursing Home Reimbursement
- Medicare Savings Program

- Money Follows the Person
- National Family Caregiver Support Program
- Non-Emergency Medical Transportation (NEMT)
- Nutrition Assistance Programs
- PCA CERTIFICATION TEST
- PCMH+ Member Information
- Refugee Assistance Program
- School Based Child Health (SBCH)
- Self Direction Personal Protection Equipment Request Form Submission
- Social Work Services
- State Supplement for the Aged, Blind and Disabled
- Supplemental Nutrition Assistance Program - SNAP
- Temporary Family Assistance - TFA
- The Personal Care Attendant Program
- Welfare to Work (Department of Labor)
- Women Infants and Children – WIC

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections.

Documentation from Federal and State Department Executives and Associated staff:

- Connecticut Department of Social Services Commissioner Andrea Barton Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
- U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
- Connecticut Governor Ned Lamont
- Lieutenant Governor Susan Bysiewicz
- Secretary of State Denise Merrill

- Attorney General William Tong
- State Treasurer Shawn Wooden
- State Comptroller Kevin Lembo
- State Auditors John Geragosian and Rob Kane
- U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
- Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
- U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A. Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
- Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
- The Department of Labor DOL
- Government Accountability Office GAO
- Connecticut General Assembly CGA

Connecticut State Senate

- John Fonfara - District 1, Democratic
- Douglas McCrory - District 2, Democratic
- Saud Anwar - District 3, Democratic
- MD Rahman - District 4, Democratic
- Derek Slap - District 5, Democratic
- Rick Lopes - District 6, Democratic
- John Kissel - District 7, Republican
- Lisa Seminara - District 8, Republican
- Matthew L. Lesser - District 9, Democratic
- Gary Winfield - District 10, Democratic
- Martin Looney - District 11, Democratic
- Christine Cohen - District 12, Democratic
- Jan Hochadel - District 13, Democratic
- James Maroney - District 14, Democratic
- Joan Hartley - District 15, Democratic

- Robert C. Sampson - District 16, Republican
- Jorge Cabrera - District 17, Democratic
- Heather Somers - District 18, Republican
- Catherine Osten - District 19, Democratic
- Martha Marx - District 20, Democratic
- Kevin C. Kelly - District 21, Republican
- Marilyn Moore - District 22, Democratic
- Herron Gaston - District 23, Democratic
- Julie Kushner - District 24, Democratic
- Bob Duff - District 25, Democratic
- Ceci Maher - District 26, Democratic
- Patricia Miller - District 27, Democratic
- Tony Hwang - District 28, Republican
- Mae Flexer - District 29, Democratic
- Stephen Harding, Jr. - District 30, Republican
- Henri Martin - District 31, Republican
- Eric Berthel - District 32, Republican
- Norm Needleman - District 33, Democratic
- Paul Cicarella, Jr. - District 34, Republican
- Jeff Gordon - District 35, Republican
- Ryan Fazio - District 36, Republican 【23†source】 .
- Connecticut House of Representatives
- Matthew Ritter - District 1, Democratic
- Raghieb Allie-Brennan - District 2, Democratic
- Minnie Gonzalez - District 3, Democratic
- Julio Concepcion - District 4, Democratic
- Maryam Khan - District 5, Democratic
- James B. Sánchez - District 6, Democratic

- Joshua Malik Hall - District 7, Democratic
- Tim Ackert - District 8, Republican
- Jason Rojas - District 9, Democratic
- Henry Genga - District 10, Democratic
- Jeffrey Currey - District 11, Democratic
- Geoff Luxenberg - District 12, Democratic
- Jason Doucette - District 13, Democratic
- Tom Delnicki - District 14, Republican
- Bobby Gibson - District 15, Democratic
- Melissa E. Osborne - District 16, Democratic
- Eleni Kavros DeGraw - District 17, Democratic
- Jillian Gilchrest - District 18, Democratic
- Tammy Exum - District 19, Democratic
- Kate Farrar - District 20, Democratic
- Mike Demicco - District 21, Democratic
- Francis Rexford Cooley - District 22, Republican
- Devin Carney - District 23, Republican
- Manny Sanchez - District 24, Democratic
- Bobby Sanchez - District 25, Democratic
- Peter Tercyak - District 26, Democratic
- Gary Turco - District 27, Democratic
- Amy Morrin Bello - District 28, Democratic
- Kerry Szeps Wood - District 29, Democratic
- Donna Veach - District 30, Republican
- Jill Barry - District 31, Democratic
- Christie Carpino - District 32, Republican
- Brandon Chafee - District 33, Democratic
- Irene Haines - District 34, Republican

- Chris Aniskovich - District 35, Republican
- Christine Palm - District 36, Democratic
- Holly Cheeseman - District 37, Republican
- Kathleen McCarty - District 38, Republican
- Anthony Nolan - District 39, Democratic
- Christine Conley - District 40, Democratic
- André Bumgardner - District 41, Democratic
- Keith Denning - District 42, Democratic
- Greg Howard - District 43, Republican
- Anne Dauphinais - District 44, Republican
- Brian Lanoue - District 45, Republican
- Derell Wilson - District 46, Democratic
- Doug Dubitsky - District 47, Republican
- Mark DeCaprio - District 48, Republican
- Susan Johnson - District 49, Democratic
- Pat Boyd - District 50, Democratic
- Ricky Hayes - District 51, Republican
- Kurt Vail - District 52, Republican
- Tammy Nuccio - District 53, Republican
- Gregory Haddad - District 54, Democratic
- Steve Weir - District 55, Republican
- Kevin Brown - District 56, Democratic
- Jaime Foster - District 57, Democratic
- Tom Arnone - District 58, Democratic
- Carol Hall - District 59, Republican
- Jane Garibay - District 60, Democratic
- Tami Zawistowski - District 61, Republican
- Mark Anderson - District 62, Republican

- Jay Case - District 63, Republican
- Maria Horn - District 64, Democratic
- Michelle Cook - District 65, Democratic
- Karen Reddington-Hughes - District 66, Republican
- William Buckbee - District 67, Republican
- Joe Polletta - District 68, Republican
- Cindy Harrison - District 69, Republican
- Seth Bronko - District 70, Republican
- William Pizzuto - District 71, Republican
- Larry Butler - District 72, Democratic
- Ronald Napoli Jr. - District 73, Democratic
- Michael DiGiovancarlo - District 74, Democratic
- Geraldo Reyes - District 75, Democratic
- John Piscopo - District 76, Republican
- Cara Pavalock-D'Amato - District 77, Republican
- Joe Hoxha - District 78, Republican
- Mary Fortier - District 79, Democratic
- Gale Mastrofrancesco - District 80, Republican
- Christopher Poulos - District 81, Democratic
- Michael Quinn - District 82, Democratic
- Jonathan Fazzino - District 83, Democratic
- Hilda Santiago - District 84, Democratic
- Mary Mushinsky - District 85, Democratic
- Vincent Candelora - District 86, Republican
- Dave Yaccarino Sr. - District 87, Republican
- Joshua Elliott - District 88, Democratic
- Lezlye Zupkus - District 89, Republican
- Craig Fishbein - District 90, Republican

- Michael D'Agostino - District 91, Democratic
- Patricia Dillon - District 92, Democratic
- Toni Walker - District 93, Democratic
- Robyn Porter - District 94, Democratic
- Juan Candelaria - District 95, Democratic
- Roland J. Lemar - District 96, Democratic
- Alphonse Paolillo - District 97, Democratic
- Moira Rader - District 98, Democratic
- Joseph Zullo - District 99, Republican
- Kai Juanna Belton - District 100, Democratic
- John-Michael Parker - District 101, Democratic
- Robin Comey - District 102, Democratic
- Liz Linehan - District 103, Democratic
- Kara Rochelle - District 104, Democratic
- Nicole Klarides-Ditria - District 105, Republican
- Mitch Bolinsky - District 106, Republican
- Marty Foncello - District 107, Republican
- Pat Callahan - District 108, Republican
- Farley Santos - District 109, Democratic
- Bob Godfrey - District 110, Democratic
- Aimee Berger-Girvalo - District 111, Democratic
- Tony Scott - District 112, Republican
- Jason Perillo - District 113, Republican
- Mary Welander - District 114, Democratic
- Vacant - District 115
- Treneé McGee - District 116, Democratic
- Charles Ferraro - District 117, Republican
- Frank Smith - District 118, Democratic

- Kathy Kennedy - District 119, Republican
- Laura Dancho - District 120, Republican
- Joe Gresko - District 121, Democratic
- Ben McGorty - District 122, Republican
- David Rutigliano - District 123, Republican
- Andre Baker - District 124, Democratic
- Tom O'Dea - District 125, Republican
- Fred Gee Jr. - District 126, Democratic
- Marcus Brown - District 127, Democratic
- Christopher Rosario - District 128, Democratic
- Steven Stafstrom - District 129, Democratic
- Antonio Felipe - District 130, Democratic
- David Labriola - District 131, Republican
- Jennifer Leeper - District 132, Democratic
- Cristin Vahey - District 133, Democratic
- Sarah Keitt - District 134, Democratic
- Anne Hughes - District 135, Democratic
- Jonathan Steinberg - District 136, Democratic
- Kadeem Roberts - District 137, Democratic
- Rachel Chaleski - District 138, Republican
- Kevin Ryan - District 139, Democratic
- Travis Simms - District 140, Democratic
- Tracy Marra - District 141, Republican
- Lucy Dathan - District 142, Democratic
- Dominique Johnson - District 143, Democratic
- Hubert Delany - District 144, Democratic
- Corey Paris - District 145, Democratic
- David Michel - District 146, Democratic

- Matt Blumenthal - District 147, Democratic
- Anabel Figueroa - District 148, Democratic
- Rachel Khanna - District 149, Democratic
- Steve Meskers - District 150, Democratic
- Hector Arzeno - District 151, Democratic

As well as communication with recognized esteemed organizations.

National and International Organizations:

- American Association of People with Disabilities (AAPD)
- The Consortium for Citizens with Disabilities (CCD)
- Disability Rights Education and Defense Fund (DREDF)
- Disabled in Action (DIA)
- Equip for Equality
- National Disability Rights Network (NDRN)
- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

National Whistleblower / Retaliation Advocates

- Government Accountability Project (GAP)
- The Whistleblower Project
- ExposeFacts
- Freedom of the Press Foundation
- National Whistleblower Center
- Project On Government Oversight (POGO)
- Public Employees for Environmental Responsibility (PEER)

· Whistleblower Aid

News Media Outlets and Journalists:

Reporters Committee for Freedom of the Press, The New York Times, The Washington Post The Associated Press (AP), ProPublica, The Wall Street Journal, National Public Radio (NPR) Reuters, CNN, BuzzFeed News, VICE News, Fox News, NBC, MSNBC etc.

Reason for Expedition and Personal Circumstances:

As a survivor of a brain injury and stroke, my condition necessitates prompt access to the requested information. The nature of my disabilities can sometimes impose barriers to effective self-advocacy and communication. Timely access to these records is not just a matter of legal right but also a critical component of my ability to manage and respond to the challenges posed by my disabilities.

The potential delay in receiving this information could significantly impact my ability to effectively advocate for myself and others in similar situations. The information requested is crucial for ensuring that rights are not just upheld but actively protected, particularly in the context of disability support and advocacy.

Under the FOIA, there is provision for expedited processing when the person requesting the information demonstrates a compelling need. According to the FOIA, a compelling need is defined as a situation where failure to obtain the requested records could reasonably be expected to pose an imminent threat to the life or physical safety of an individual. In my case, while there may not be an immediate physical threat, the lack of timely information significantly impairs my rights and advocacy efforts, which are essential for my wellbeing and that of others who rely on my support and expertise.

Therefore, I kindly request that my FOIA application be processed on an expedited basis, in recognition of these factors. Your prompt attention to this request would be greatly appreciated and would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I will also expect you to release all segregable portions of otherwise exempt material. I reserve the right to appeal your decision to withhold any information.

Communication Accommodations:

Due to my personal circumstances, including living with a brain injury and being a stroke survivor, I find electronic forms of communication are more effective for my full participation and understanding. These methods allow me to better process, comprehend, and reference the details of our interactions. I kindly request that all communications regarding this FOIA request, including any acknowledgments, updates, or responses, be directed to me via email or written correspondence.

Your cooperation in this regard is not only a legal compliance matter but also an acknowledgment of the accommodations necessary for effective communication and information access.

A prompt and detailed response to this request is essential for the transparent and accountable functioning of the Connecticut Medicaid ABI Waiver Program. Your attention to this matter will significantly contribute to ongoing advocacy self advocacy efforts and policy analysis in this critical area of public health and disability support.

Thank you for your prompt attention to this request.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.





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>

Date: 01.02.2024

Subject: Freedom of Information Act Request – Expedited Processing Requested

Request for Information under the Freedom of Information Act.

ADA The Americans with Disabilities Act (ADA)

The Whistleblower Protection Act (WPA)

Dear FOIA Officer Appropriate Authority/Agency,

I am writing to submit a formal request under the provisions of the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq. This request pertains to obtaining detailed records and communications involving all Connecticut state employees, care management providers associated with Connecticut Community Care, and other relevant parties in relation to the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program and other state and federally funded programs for the disabled.

Scope of Request:

All Communications and Correspondences: This includes emails, memos, letters, and other forms of communication between state employees and care management providers under the Connecticut Community Care umbrella, with a focus on those relating to the Connecticut Department of Social Services and the Connecticut Commission on Human Rights and Opportunities.

Activities and Involvement Records: Detailed documentation of activities, roles, and involvement of all Connecticut government employees within the Connecticut Medicaid ABI Waiver Program, including but not limited to, my involvement as David Medeiros and my organization, ABI Resources.

Justification and Context:

All legal cases, including lawsuits or administrative proceedings, relating to civil rights violations, disability discrimination, or whistleblower retaliation within these programs.

Complete records detailing roles, and responsibilities within the ABI Waiver Program.

All written communications, including emails and memos, involving related to the program's operations.

Records of meetings, including minutes and notes, with participation, pertinent to the program.

Reports, audits, or evaluations involving the context of the program.

Records of Reports of any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation.

From 2014 to the present day.

All grievances, complaints, whistleblower complaints, critical incidents, and retaliation complaints.

	Julia Evans Star	julia.evans.starr@ctcommunitycare.org
	Erin Kane	erin.kane@ctcommunitycare.org
	Danielle Gabor	danielle.gabor@ctcommunitycare.org
SUPERVISOR	Ronald Sturm	Ronald.Sturm@ctcommunitycare.org
CARE MANAGER	Doreen Andrew	Doreen.Andrew@ctcommunitycare.org
CARE MANAGER	Luisa DiNino-Jones	Luisa.DiNino-Jones@ctcommunitycare.org
CARE MANAGER	James Hexter	james.hexter@ctcommunitycare.org
CARE MANAGER	Rachael Meade	Rachael.Meade@ctcommunitycare.org
CARE MANAGER	Michael Murphy	Michael.Murphy@ctcommunitycare.org
CARE MANAGER	Trecia Reid	Trecia.Reid@ctcommunitycare.org
CARE MANAGER	Carol Weber	Carol.Weber@ctcommunitycare.org
SUPERVISOR	Randell Wilson	Randell.Wilson@ctcommunitycare.org
CARE MANAGER	Sue Carserino	sue.carserino@ctcommunitycare.org

CARE MANAGER	Donna Grieder	Donna.Grieder@ctcommunitycare.org
CARE MANAGER	Alise Rangasammy	alise.rangasammy@ctcommunitycare.org
CARE MANAGER	Margaret Rucker	Margaret.Rucker@ctcommunitycare.org
CARE MANAGER	Amy Santos	Amy.Santos@ctcommunitycare.org
CARE MANAGER	Yasmina Sims	Yasmina.Sims@ctcommunitycare.org
COORDINATOR	Jilline Gonzalez	jilline.gonzalez@ctcommunitycare.org
CARE MANAGER	Deleise Gordon	
CARE MANAGER	Elizabeth Kirhoffer	elizabeth.kirhoffer@ctcommunitycare.org
CARE MANAGER	Jennifer Roads	Jennifer.Roads@ctcommunitycare.org
CARE MANAGER	Danielle Soto	
CARE MANAGER	Olivia Swerling	Olivia.Swerling@ctcommunitycare.org
COORDINATOR	Jilline Gonzalez	jilline.gonzalez@ctcommunitycare.org
SUPERVISOR	Kiomara Cruz	Kiomara.Cruz@ctcommunitycare.org
SUPERVISOR	Dawn Grenier	Dawn.Grenier@ctcommunitycare.org
SUPERVISOR	Randell Wilson	Randell.Wilson@ctcommunitycare.org
SPECIALIZED CARE	Carrie Belekewicz	carrie.belekewicz@ctcommunitycare.org
SPECIALIZED CAR	Claudine Brissett	Claudine.Brissett@ctcommunitycare.org
SPECIALIZED CARE	Shana Chesanek	shana.chesanek@ctcommunitycare.org
CARE MANAGER	Julie Eisenberg	Julie.Eisenberg@ctcommunitycare.org
CARE MANAGER	Kathleen Hazelton	kathleen.hazelton@ctcommunitycare.org
CARE MANAGER	Danielle Lonergan	
CARE MANAGER	Sheri Mitchell	Sheri.Mitchell@ctcommunitycare.org
CARE MANAGER	Lyanne Peffley	Lyanne.Peffley@ctcommunitycare.org
CARE MANAGER	Crystal Ruiz	Crystal.Ruiz@ctcommunitycare.org
CARE MANAGER	Amy Thomas	Amy.Thomas@ctcommunitycare.org
CARE MANAGER	Trisha Whiterock	trisha.whiterock@ctcommunitycare.org
ACCESS COORDINATOR	Maria Soto	Maria.Soto@ctcommunitycare.org
TRANSITION COORDINATOR	Shontai Butler	Shontai.Butler@ctcommunitycare.org

TRANSITION COORDINATOR	Melissa Cole	melissa.cole@ctcommunitycare.org
TRANSITION COORDINATOR	Azara Francis	azara.francis@ctcommunitycare.org
TRANSITION COORDINATOR	Mariadel Gonzalez	Mariadel.Gonzalez@ctcommunitycare.org
TRANSITION COORDINATOR	Paris Henry	Paris.Henry@ctcommunitycare.org
TRANSITION COORDINATOR	Michelle Hunnicutt	michelle.hunnicutt@ctcommunitycare.org
TRANSITION COORDINATOR	Gloria Jubrey	gloria.jubrey@ctcommunitycare.org
TRANSITION COORDINATOR	Tara Kearney	Tara.Kearney@ctcommunitycare.org
TRANSITION COORDINATOR	Saidah McKinley	
TRANSITION COORDINATOR	Leyda Ortiz	leyda.ortiz@ctcommunitycare.org
TRANSITION COORDINATOR	Jessenia Perez	Jessenia.Perez@ctcommunitycare.org
TRANSITION COORDINATOR	Quinntieja Scott	quinntieja.scott@ctcommunitycare.org
TRANSITION COORDINATOR	Keyla Sical	Keyla.Sical@ctcommunitycare.org
TRANSITION COORDINATOR	Alyssa Torres	Alyssa.Torres@ctcommunitycare.org
TRANSITION COORDINATOR	Bria Wilson	bria.wilson@ctcommunitycare.org
HOUSING COORDINATOR	Joseph Ashley	joshua.vaughn@ctcommunitycare.org
HOUSING COORDINATOR	Clarissa Candelaria	clarissa.candelaria@ctcommunitycare.org
HOUSING COORDINATOR	Katrina Frink	katrinia.frink@ctcommunitycare.org
HOUSING COORDINATOR	Lydia Gomez	lydia.gomez@ctcommunitycare.org
HOUSING COORDINATOR	Tomiko Grant	tomiko.grant@ctcommunitycare.org
HOUSING COORDINATOR	Carol Lee	carol.lee@ctcommunitycare.org
HOUSING COORDINATOR	Kaila Malloy	kaila.malloy@ctcommunitycare.org
HOUSING COORDINATOR	Joselyn Rosario	Joselyn.Rosario@ctcommunitycare.org
HOUSING COORDINATOR	Belinda Sierra	belinda.sierra@ctcommunitycare.org
HOUSING COORDINATOR	Kejarenee Suggs	Keja.Suggs@ctcommunitycare.org
HOUSING COORDINATOR	Crystal Wise	Crystal.Wise@ctcommunitycare.org

This request seeks access to records pertaining to all grievances, complaints, whistleblower complaints, and retaliation complaints. This includes any legal cases, lawsuits, or administrative proceedings related to civil rights violations, disability discrimination, or whistleblower retaliation within Connecticut's various state-managed programs

The records are critical for understanding the dynamics of interactions within these programs, especially in the context of civil disability rights and whistleblower protections. They are pivotal for informed advocacy and ensuring compliance with legal and ethical standards in these vital areas.

I specifically refer to the case of David Medeiros v. State of CT Department of Social Services (CHRO No. 2410220), in which I am directly involved. This case underlines the urgent need for transparency and accountability within state-managed disability support programs. Given the direct connection of this request to the following

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by: David Medeiros and ABI Resources LLC Date: November 21, 2023 ABI Resources LLC 39 Kings Hwy STE C Gales Ferry, CT. 06226 860 942-0365
- 12.23.2023 Letter - Governor Ned Lamont: Addressing Systemic Failure in ADA Compliance and Disability Discrimination in Connecticut – A Call to Action Against Whistleblower Retaliation and the Failure of CT DSS and CHRO to Uphold Disability Rights.

Given my personal circumstances as a brain injury and stroke survivor, timely access to these records is not just a legal right but a necessity. The nature of my disabilities sometimes imposes barriers to effective self-advocacy and communication. Prompt access to these records is crucial for my ability to manage and respond to the challenges posed by my disabilities.

Under the FOIA, there is a provision for expedited processing when the requester demonstrates a compelling need. While there may not be an immediate physical threat in my case, the lack of timely information significantly impairs my rights and advocacy efforts, essential for my wellbeing and that of others relying on my support and expertise.

Therefore, I request that my FOIA application be processed on an expedited basis, recognizing these factors. Your prompt attention to this request would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

Should any part of my request be denied, I ask for a justification for all deletions by reference to specific exemptions of the Act and expect the release of all segregable portions of otherwise exempt material. I reserve the right to appeal any decision to withhold information or deny a waiver of fees.

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections pertaining to these state-managed programs.

- Acquired Brain Injury (ABI) Program
- Alzheimer's Respite Care Program
- Autism Spectrum Disorder - ASD
- Birth to Three
- Board of Education and Services for the Blind
- Care4Kids
- Certified Community Behavioral Health Clinics
- Child Support
- CHOICES - CT's State Health Insurance Assistance Program for Medicare Beneficiaries
- Commodity Supplemental Food Program
- Community First Choice
- Community Options
- Connect-Ability
- Connecticut AIDS Drug Assistance Program (CADAP)
- Connecticut Behavioral Health Partnership - CTBHP
- Connecticut Energy Assistance Program
- Connecticut Home Care Program For Elders
- Connecticut Housing Engagement and Support Services (CHESS) Initiative
- Connecticut Integrated Care for Kids
- Connecticut Supplemental Nutrition Assistance Program Education (SNAP-Ed)
- CT Medicaid Enterprise Technology System (CT METS)
- Deaf and Hard of Hearing Services
- Department of Rehabilitation Services
- Disability Services
- Durable Medical Equipment

- Economic Security - Financial Assistance
- Elderly Simplified Application Project (ESAP)
- Electronic Visit Verification
- Fatherhood Initiative of CT
- Grandparents As Parents
- Housing Options for Seniors
- Human Services Infrastructure
- HUSKY (Medicaid) Coverage for Breast and Cervical Cancer
- HUSKY Health (Medicaid & Children's Health Insurance Program)
- Jobs First
- Long-Term Services and Supports - LTSS
- Med-Connect (Medicaid for Employees with Disabilities)
- Medicaid Nursing Home Reimbursement
- Medicare Savings Program
- Money Follows the Person
- National Family Caregiver Support Program
- Non-Emergency Medical Transportation (NEMT)
- Nutrition Assistance Programs
- PCA CERTIFICATION TEST
- PCMH+ Member Information
- Refugee Assistance Program
- School Based Child Health (SBCH)
- Self Direction Personal Protection Equipment Request Form Submission
- Social Work Services
- State Supplement for the Aged, Blind and Disabled
- Supplemental Nutrition Assistance Program - SNAP
- Temporary Family Assistance - TFA
- The Personal Care Attendant Program
- Welfare to Work (Department of Labor)

- Women Infants and Children – WIC

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections.

Documentation from Federal and State Department Executives and Associated staff:

- Connecticut Department of Social Services Commissioner Andrea Barton Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
- U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
- Connecticut Governor Ned Lamont
- Lieutenant Governor Susan Bysiewicz
- Secretary of State Denise Merrill
- Attorney General William Tong
- State Treasurer Shawn Wooden
- State Comptroller Kevin Lembo
- State Auditors John Geragosian and Rob Kane
- U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
- Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
- U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A. Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
- Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
- The Department of Labor DOL
- Government Accountability Office GAO
- Connecticut General Assembly CGA

Connecticut State Senate

- John Fonfara - District 1, Democratic

- Douglas McCrory - District 2, Democratic
- Saud Anwar - District 3, Democratic
- MD Rahman - District 4, Democratic
- Derek Slap - District 5, Democratic
- Rick Lopes - District 6, Democratic
- John Kissel - District 7, Republican
- Lisa Seminara - District 8, Republican
- Matthew L. Lesser - District 9, Democratic
- Gary Winfield - District 10, Democratic
- Martin Looney - District 11, Democratic
- Christine Cohen - District 12, Democratic
- Jan Hochadel - District 13, Democratic
- James Maroney - District 14, Democratic
- Joan Hartley - District 15, Democratic
- Robert C. Sampson - District 16, Republican
- Jorge Cabrera - District 17, Democratic
- Heather Somers - District 18, Republican
- Catherine Osten - District 19, Democratic
- Martha Marx - District 20, Democratic
- Kevin C. Kelly - District 21, Republican
- Marilyn Moore - District 22, Democratic
- Herron Gaston - District 23, Democratic
- Julie Kushner - District 24, Democratic
- Bob Duff - District 25, Democratic
- Ceci Maher - District 26, Democratic
- Patricia Miller - District 27, Democratic
- Tony Hwang - District 28, Republican
- Mae Flexer - District 29, Democratic
- Stephen Harding, Jr. - District 30, Republican

- Henri Martin - District 31, Republican
- Eric Berthel - District 32, Republican
- Norm Needleman - District 33, Democratic
- Paul Cicarella, Jr. - District 34, Republican
- Jeff Gordon - District 35, Republican
- Ryan Fazio - District 36, Republican 【23†source】 .
- Connecticut House of Representatives
- Matthew Ritter - District 1, Democratic
- Raghb Allie-Brennan - District 2, Democratic
- Minnie Gonzalez - District 3, Democratic
- Julio Concepcion - District 4, Democratic
- Maryam Khan - District 5, Democratic
- James B. Sánchez - District 6, Democratic
- Joshua Malik Hall - District 7, Democratic
- Tim Ackert - District 8, Republican
- Jason Rojas - District 9, Democratic
- Henry Genga - District 10, Democratic
- Jeffrey Currey - District 11, Democratic
- Geoff Luxenberg - District 12, Democratic
- Jason Doucette - District 13, Democratic
- Tom Delnicki - District 14, Republican
- Bobby Gibson - District 15, Democratic
- Melissa E. Osborne - District 16, Democratic
- Eleni Kavros DeGraw - District 17, Democratic
- Jillian Gilchrest - District 18, Democratic
- Tammy Exum - District 19, Democratic
- Kate Farrar - District 20, Democratic
- Mike Demicco - District 21, Democratic

- Francis Rexford Cooley - District 22, Republican
- Devin Carney - District 23, Republican
- Manny Sanchez - District 24, Democratic
- Bobby Sanchez - District 25, Democratic
- Peter Tercyak - District 26, Democratic
- Gary Turco - District 27, Democratic
- Amy Morrin Bello - District 28, Democratic
- Kerry Szeps Wood - District 29, Democratic
- Donna Veach - District 30, Republican
- Jill Barry - District 31, Democratic
- Christie Carpino - District 32, Republican
- Brandon Chafee - District 33, Democratic
- Irene Haines - District 34, Republican
- Chris Aniskovich - District 35, Republican
- Christine Palm - District 36, Democratic
- Holly Cheeseman - District 37, Republican
- Kathleen McCarty - District 38, Republican
- Anthony Nolan - District 39, Democratic
- Christine Conley - District 40, Democratic
- Aundré Bumgardner - District 41, Democratic
- Keith Denning - District 42, Democratic
- Greg Howard - District 43, Republican
- Anne Dauphinais - District 44, Republican
- Brian Lanoue - District 45, Republican
- Derell Wilson - District 46, Democratic
- Doug Dubitsky - District 47, Republican
- Mark DeCaprio - District 48, Republican
- Susan Johnson - District 49, Democratic

- Pat Boyd - District 50, Democratic
- Ricky Hayes - District 51, Republican
- Kurt Vail - District 52, Republican
- Tammy Nuccio - District 53, Republican
- Gregory Haddad - District 54, Democratic
- Steve Weir - District 55, Republican
- Kevin Brown - District 56, Democratic
- Jaime Foster - District 57, Democratic
- Tom Arnone - District 58, Democratic
- Carol Hall - District 59, Republican
- Jane Garibay - District 60, Democratic
- Tami Zawistowski - District 61, Republican
- Mark Anderson - District 62, Republican
- Jay Case - District 63, Republican
- Maria Horn - District 64, Democratic
- Michelle Cook - District 65, Democratic
- Karen Reddington-Hughes - District 66, Republican
- William Buckbee - District 67, Republican
- Joe Polletta - District 68, Republican
- Cindy Harrison - District 69, Republican
- Seth Bronko - District 70, Republican
- William Pizzuto - District 71, Republican
- Larry Butler - District 72, Democratic
- Ronald Napoli Jr. - District 73, Democratic
- Michael DiGiovancarlo - District 74, Democratic
- Geraldo Reyes - District 75, Democratic
- John Piscopo - District 76, Republican
- Cara Pavalock-D'Amato - District 77, Republican

- Joe Hoxha - District 78, Republican
- Mary Fortier - District 79, Democratic
- Gale Mastrofrancesco - District 80, Republican
- Christopher Poulos - District 81, Democratic
- Michael Quinn - District 82, Democratic
- Jonathan Fazzino - District 83, Democratic
- Hilda Santiago - District 84, Democratic
- Mary Mushinsky - District 85, Democratic
- Vincent Candelora - District 86, Republican
- Dave Yaccarino Sr. - District 87, Republican
- Joshua Elliott - District 88, Democratic
- Lezlye Zupkus - District 89, Republican
- Craig Fishbein - District 90, Republican
- Michael D'Agostino - District 91, Democratic
- Patricia Dillon - District 92, Democratic
- Toni Walker - District 93, Democratic
- Robyn Porter - District 94, Democratic
- Juan Candelaria - District 95, Democratic
- Roland J. Lemar - District 96, Democratic
- Alphonse Paolillo - District 97, Democratic
- Moira Rader - District 98, Democratic
- Joseph Zullo - District 99, Republican
- Kai Juanna Belton - District 100, Democratic
- John-Michael Parker - District 101, Democratic
- Robin Comey - District 102, Democratic
- Liz Linehan - District 103, Democratic
- Kara Rochelle - District 104, Democratic
- Nicole Klarides-Ditria - District 105, Republican

- Mitch Bolinsky - District 106, Republican
- Marty Foncello - District 107, Republican
- Pat Callahan - District 108, Republican
- Farley Santos - District 109, Democratic
- Bob Godfrey - District 110, Democratic
- Aimee Berger-Girvalo - District 111, Democratic
- Tony Scott - District 112, Republican
- Jason Perillo - District 113, Republican
- Mary Welander - District 114, Democratic
- Vacant - District 115
- Treneé McGee - District 116, Democratic
- Charles Ferraro - District 117, Republican
- Frank Smith - District 118, Democratic
- Kathy Kennedy - District 119, Republican
- Laura Dancho - District 120, Republican
- Joe Gresko - District 121, Democratic
- Ben McGorty - District 122, Republican
- David Rutigliano - District 123, Republican
- Andre Baker - District 124, Democratic
- Tom O'Dea - District 125, Republican
- Fred Gee Jr. - District 126, Democratic
- Marcus Brown - District 127, Democratic
- Christopher Rosario - District 128, Democratic
- Steven Stafstrom - District 129, Democratic
- Antonio Felipe - District 130, Democratic
- David Labriola - District 131, Republican
- Michael Leeper - District 132, Democratic
- Cristin Vahey - District 133, Democratic

- Sarah Keitt - District 134, Democratic
- Anne Hughes - District 135, Democratic
- Jonathan Steinberg - District 136, Democratic
- Kadeem Roberts - District 137, Democratic
- Rachel Chaleski - District 138, Republican
- Kevin Ryan - District 139, Democratic
- Travis Simms - District 140, Democratic
- Tracy Marra - District 141, Republican
- Lucy Dathan - District 142, Democratic
- Dominique Johnson - District 143, Democratic
- Hubert Delany - District 144, Democratic
- Corey Paris - District 145, Democratic
- David Michel - District 146, Democratic
- Matt Blumenthal - District 147, Democratic
- Anabel Figueroa - District 148, Democratic
- Rachel Khanna - District 149, Democratic
- Steve Meskers - District 150, Democratic
- Hector Arzeno - District 151, Democratic

As well as communication with recognized esteemed organizations.

National and International Organizations:

- American Association of People with Disabilities (AAPD)
- The Consortium for Citizens with Disabilities (CCD)
- Disability Rights Education and Defense Fund (DREDF)
- Disabled in Action (DIA)
- Equip for Equality
- National Disability Rights Network (NDRN)

- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

National Whistleblower / Retaliation Advocates

- Government Accountability Project (GAP)
- The Whistleblower Project
- ExposeFacts
- Freedom of the Press Foundation
- National Whistleblower Center
- Project On Government Oversight (POGO)
- Public Employees for Environmental Responsibility (PEER)
- Whistleblower Aid

News Media Outlets and Journalists:

Reporters Committee for Freedom of the Press, The New York Times, The Washington Post The Associated Press (AP), ProPublica, The Wall Street Journal, National Public Radio (NPR) Reuters, CNN, BuzzFeed News, VICE News, Fox News, NBC, MSNBC etc.

Reason for Expedition and Personal Circumstances:

As a survivor of a brain injury and stroke, my condition necessitates prompt access to the requested information. The nature of my disabilities can sometimes impose barriers to effective self-advocacy and communication. Timely access to these records is not just a matter of legal right but also a critical component of my ability to manage and respond to the challenges posed by my disabilities.

The potential delay in receiving this information could significantly impact my ability to effectively advocate for myself and others in similar situations. The information requested is crucial for ensuring that rights are not just upheld but actively protected, particularly in the context of disability support and advocacy.

Under the FOIA, there is provision for expedited processing when the person requesting the information demonstrates a compelling need. According to the FOIA, a compelling need is defined as a situation where failure to obtain the requested records could reasonably be expected to pose an imminent threat

to the life or physical safety of an individual. In my case, while there may not be an immediate physical threat, the lack of timely information significantly impairs my rights and advocacy efforts, which are essential for my wellbeing and that of others who rely on my support and expertise.

Therefore, I kindly request that my FOIA application be processed on an expedited basis, in recognition of these factors. Your prompt attention to this request would be greatly appreciated and would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I will also expect you to release all segregable portions of otherwise exempt material. I reserve the right to appeal your decision to withhold any information.

Communication Accommodations:

Due to my personal circumstances, including living with a brain injury and being a stroke survivor, I find electronic forms of communication are more effective for my full participation and understanding. These methods allow me to better process, comprehend, and reference the details of our interactions. I kindly request that all communications regarding this FOIA request, including any acknowledgments, updates, or responses, be directed to me via email or written correspondence.

Your cooperation in this regard is not only a legal compliance matter but also an acknowledgment of the accommodations necessary for effective communication and information access.

A prompt and detailed response to this request is essential for the transparent and accountable functioning of the Connecticut Medicaid ABI Waiver Program. Your attention to this matter will significantly contribute to ongoing advocacy self advocacy efforts and policy analysis in this critical area of public health and disability support.

Thank you for your prompt attention to this request.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.



The following list contains the entire submission submitted October 30, 2023 08:05:02am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	MEDEIROS
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	924686
Confirmation ID	924101

Request description

10/30/2023 Subject: Formal Request under the Freedom of Information Act FOIA – CMS Records Medicaid ABI Waiver Programs and Related Referral Processes Dear FOIA officers, I am writing to submit a formal request under the provisions of the Freedom of Information Act, with the intention of obtaining comprehensive CMS records and documents pertaining to the Medicaid Acquired Brain Injury (ABI) Waiver Programs, and the associated referral processes conducted by Connecticut Community Care, located at 43 Enterprise Drive, Bristol, Connecticut, 06010. This request covers the period from January 1, 2015, to the present date. The nature of the records requested is detailed as follows: Referral Records: Complete documentation of all referrals facilitated by Connecticut Community Care for Medicaid ABI Waiver 1, ABI Waiver 2. Funding Documentation: Records specifying the sources of funding for the Medicaid ABI Waiver Program referrals, elucidated under the aforementioned programs. Referral Limitations and Conditions: Detailed information on any limitations, restrictions, or conditions attached to the aforementioned referrals. Quality and Compliance Records: Comprehensive data including but not limited to complaints, grievances, investigations, audit reports, outcomes, and subsequent corrective actions related to the referral processes. Electronic System Accountability: Documents related to complaints, grievances, investigations, audit reports, outcomes, and corrective actions pertinent to the use of electronic referral systems employed in delivering Medicaid program services. Guidance and Regulation: All prevailing policies, guidelines, regulations, and communications that govern the referral practices within the Medicaid ABI Waiver Programs. Communication Records: Any and all communication records involving FOIA officers and CT DSS representatives related to the subject matter herein. Kindly furnish records including the name, title, and contact information of the FOIA officer handling this request. Records in instances where any part of this request is denied, I respectfully request a detailed justification for non-disclosure, citing the specific statutory exemptions that underpin the decision. Given the nature of my work and due to a disability, I kindly request that all responsive documents be provided in an accessible, electronic format. Your timely attention to this matter is highly appreciated, and I anticipate the reception of the requested records within the statutory timeframe. Should you require any further clarification or additional information to expedite this request, please feel free to reach out to me directly. Thank you for your cooperation and dedication to transparency.

Supporting documentation

Fees

Fee waiver no

Expedited processing

Expedited Processing yes

The following list contains the entire submission submitted July 05, 2023 01:30:12pm ET, and is formatted for ease of viewing and printing.

Contact information

First name	DAVID
Last name	MEDEIROS
Mailing Address	39 Kings Highway, STE C STE C
City	Gales Ferry
State/Province	CT
Postal Code	06335
Country	United States
Phone	8604633638
Company/Organization	ABI RESOURCES LLC
Email	aabiwr@live.com

Request

Request ID	772431
Confirmation ID	771871

Request description

Subject: Freedom of Information Act Request:
Connecticut Medicaid ABI Waiver Program Protocols I am writing to you under the Freedom of Information Act (FOIA), 5 U.S.C. § 552, on behalf of our agency, ABI RESOURCES. We seek access to records related to the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. We are particularly interested in acquiring the following: 1) Official procedures and protocols for reporting solicitation and poaching within the ABI Waiver Program. 2) Policies and guidelines that the Department of Social Services (DSS) has established to address such concerns. 3) The forms or documents required to be submitted for lodging such complaints. 4) Policies safeguarding clients and the whistleblowing entity from potential retaliation or backlash. We are aware that this request falls under the purview of public records, and we do not believe this request should incur fees as it is in the public interest. Sincerely, David Medeiros

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing	yes

The following list contains the entire submission submitted April 04, 2023 11:45:05am ET, and is formatted for ease of viewing and printing.

Contact information

First name	DAVID
Last name	MEDEIROS
Mailing Address	39 Kings Highway, STE C STE C
City	Gales Ferry
State/Province	CT
Postal Code	06335
Country	United States
Phone	8604633638
Company/Organization	ABI RESOURCES LLC
Email	aabiwr@live.com

Request

Request ID	667181
Confirmation ID	666641

Request description

Dear Office of Information Policy (OIP) team, I would like to receive information regarding Connecticut's federally funded programs, specifically the Money Follows the Person (MFP) and the Acquired Brain Injury (ABI) Waiver programs. I am seeking clarity on the role of the Connecticut Community Options Units (COUs) in managing these programs. In particular, I would like to know if COU is responsible for managing these federally funded programs or if it is the Connecticut Department of Social Services (DSS) that manages them. I am also interested in finding out if COU receives federal funds to manage these programs. I would greatly appreciate any relevant information you can provide regarding these inquiries. Thank you for your attention to this matter. Sincerely, David Medeiros

Supporting documentation

Fees

Request category ID	media
Fee waiver	no

Expedited processing

Expedited Processing	no
Explanation	Dear Office of Information Policy (OIP) team, I am writing to request expedited processing of my FOIA request for information regarding Connecticut's federal funded programs, Money Follows the Person and the ABI Waiver program. I believe that my request meets the criteria for expedited processing under 5 U.S.C. § 552(a)(6)(E)(v)(II). The information I am seeking is urgently needed to protect the health and safety of vulnerable individuals enrolled in these programs.

From: ABI RESOURCES 860 942-0365
Sent: Thursday, December 21, 2023 7:30 AM
To: CMS FOIA Request, CIGIE FOIA Staff
CC: ABI RESOURCES 860 942-0365
Subject: Re: 12.18.2023 FOIA Request detailed records related to the stop of companion authorizations with...

12.18.2023

Subject: Freedom of Information Act Request for CMS HHS records.

Dear Freedom of Information Officer,

Under the Freedom of Information Act, I request detailed records related to the stop of companion authorizations within the Connecticut Departments of Social Services systems for consumers under the Medicaid ABI Waiver program after December 31st, 2023 serviced by ABI Resources. This request specifically seeks to uncover:

- Records of the decision-making process and rationale.
- Records of the individuals and departments involved in this decision.
- Records of the timeline of events leading to this decision.
- Records of directives or communications instructing the implementation of this change.
- Records of corrective actions and resolutions.

Expedited Processing Request:

- In light of the legal case *David Medeiros v. State of CT*, Department of Social Services, CHRO No. 2410220, I request expedited processing as this information is urgently needed for public knowledge on this significant matter.

Format of Records:

- Due to my disability, please provide all records in an accessible electronic format, in

accordance with the Americans with Disabilities Act (ADA).

Unique Nature of Request:

- This request is unique due to its comprehensive scope and relevance to ongoing public and legal discussions.

Contact Information of FOIA Officer:

- Please provide the contact details of the FOIA officer responsible for handling this request.
- If any part of this request is denied, I request that you cite the specific exemptions and provide appeal procedures under the law.

Thank you for your prompt attention to this urgent and significant matter.

ABI RESOURCES

860 942-0365

39 KINGS HWY STE C

GALES FERRY, CT. 06335

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider
<[HTTPS://WWW.CTBRAININJURY.COM](https://www.ctbraininjury.com)>

From: CMS FOIA Request <FOIA_Request@cms.hhs.gov>

Sent: Wednesday, December 20, 2023 3:29 PM

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

Subject: RE: 12.18.2023 FOIA Request detailed records related to the stop of companion authorizations within the Connecticut Departments of Social Services systems for consumers under the Medicaid ABI Waiver program after December 31st, serviced by ABI Resources.

Good Afternoon,

Please, resubmit your request including your full contact information (**your business address, phone#**). This will allow us to proceed further.

Thank You, and Have a Great & Safe/Healthy Day!

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

Sent: Monday, December 18, 2023 8:13 AM

To: CIGIE FOIA Staff <foiastaff@cigie.gov>; CMS FOIA Request <FOIA_Request@cms.hhs.gov>

Subject: 12.18.2023 FOIA Request detailed records related to the stop of companion authorizations within the Connecticut Departments of Social Services systems for consumers under the Medicaid ABI Waiver program after December 31st, serviced by ABI Resources.

Importance: High

12.18.2023

Subject: Freedom of Information Act Request for CMS HHS records.

Dear Freedom of Information Officer,

Under the Freedom of Information Act, I request detailed records related to the stop of companion authorizations within the Connecticut Departments of Social Services systems for consumers under the Medicaid ABI Waiver program after December 31st, 2023 serviced by ABI

Resources. This request specifically seeks to uncover:

- Records of the decision-making process and rationale.
- Records of the individuals and departments involved in this decision.
- Records of the timeline of events leading to this decision.
- Records of directives or communications instructing the implementation of this change.
- Records of corrective actions and resolutions.

Expedited Processing Request:

- In light of the legal case *David Medeiros v. State of CT, Department of Social Services*, CHRO No. 2410220, I request expedited processing as this information is urgently needed for public knowledge on this significant matter.

Format of Records:

- Due to my disability, please provide all records in an accessible electronic format, in accordance with the Americans with Disabilities Act (ADA).

Unique Nature of Request:

- This request is unique due to its comprehensive scope and relevance to ongoing public and legal discussions.

Contact Information of FOIA Officer:

- Please provide the contact details of the FOIA officer responsible for handling this request.
- If any part of this request is denied, I request that you cite the specific exemptions and

provide appeal procedures under the law.

Thank you for your prompt attention to this urgent and significant matter.

Best regards,

David Medeiros

ABI Resources

<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.ctbraininjury.com%2F&data=05%7C02%7C%7C52af2d274eee4b2d85a508dc019a676c%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C638387009881499169%7CUnknown%7CTWFPbGZsb3d8eyJWlloiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTil6lk1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=zRnzbwlq2CledAicXVG4ZRdW57S%2Fa7niPLoWflkfox4%3D&reserved=0>>

The following list contains the entire submission submitted January 06, 2024 09:55:02am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	Medeiros
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	1010531
Confirmation ID	1009946

January 6, 2024 Subject: Freedom of Information Act Request - OCR Reference Number: 01-24-551819 Pursuant to the Freedom of Information Act (5 U.S.C. § 552), I hereby request access to and copies of all records, communications, and investigative reports pertaining to the Office for Civil Rights (OCR) complaint with the Reference Number: 01-24-551819. As specified under the FOIA, I am seeking the following information: Complete Investigative File: All documents, notes, emails, and correspondence related to the investigation conducted by the OCR, including any preliminary findings, drafts, and internal memos. Communication Records: All forms of communication, including electronic and written correspondence, between OCR officials and any external entities regarding this case. This should include communications with other government agencies, if any. Investigative Reports: The final investigative report prepared by the OCR, along with any ancillary or related reports that were generated as part of the investigation. Details of Decision-Making Process: Documents detailing the rationale and criteria used by the OCR in determining the closure of the case without further action. Records of Interaction with Complainant: Any records of communications or interactions with the complainant (myself) during the course of the investigation. In the event that some portions of the requested documents are exempt from disclosure under the FOIA, I request that the OCR provide all segregable non-exempt portions of the requested records. Please inform me of any potential charges before processing my request. I believe the requested records are in the public interest and will contribute significantly to the public's understanding of the operations and activities of the OCR, particularly regarding its handling of discrimination complaints in health and human services. If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I also expect to receive a notification of my right to appeal any decision within the OCR or to the courts. Compelling Need for Urgency: This case carries significant implications in the fields of civil rights, disability advocacy, and whistleblower protection, drawing acute public concern. As a public figure and business owner in the disability support sector, the requested information is vital for my advocacy efforts and the public's comprehension of governmental actions in these pivotal areas. Personal Circumstances: As an individual with a brain injury and a stroke survivor, my personal circumstances emphasize the urgency of this request, directly influencing my capacity to effectively navigate these fields. Format of

Request description

Supporting documentation

Fees

Fee waiver

no

Expedited processing

Expedited Processing

yes

Explanation

Compelling Need for Urgency: This case carries significant implications in the fields of civil rights, disability advocacy, and whistleblower protection, drawing acute public concern. As a public figure and business owner in the disability support sector, the requested information is vital for my advocacy efforts and the public's comprehension of governmental actions in these pivotal areas. Personal Circumstances: As an individual with a brain injury and a stroke survivor, my personal circumstances emphasize the urgency of this request, directly influencing my capacity to effectively navigate these fields. Format of Records: In line with the Americans with Disabilities Act (ADA), I request that all records be furnished in an accessible electronic format. Contact Information Requirement: Please include names, official email addresses, and office phone numbers of each CT DSS social worker involved in the ABI waiver program during this period. Unique Nature of Request: This request is of significant relevance to ongoing public and legal discussions in civil rights, whistleblower protection, and disability advocacy. Contact Information for FOIA Officer: Kindly provide the contact details of the FOIA officer assigned to this request. Appeal Procedures: In the event of any denial of this request, please cite the specific exemptions that justify such a decision and furnish details of the appeal procedures as per the law. Your prompt attention to this matter is highly appreciated. I anticipate a swift response in accordance with FOIA guidelines. Thank you for your cooperation.

The following list contains the entire submission submitted January 09, 2024 01:10:02pm ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	Medeiros
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	1013086
Confirmation ID	1012501

Request description

Dear FOIA Officer, I am writing to request records under the Freedom of Information Act (5 U.S.C. § 552). I am seeking copies of all Freedom of Information Act requests submitted by myself, David Medeiros, or on behalf of my organization, ABI Resources, to your agency. Please include all relevant correspondence, decisions, and responses associated with these requests. The disclosure of this information is in the public interest as it contributes significantly to the understanding of government operations and activities, and my primary purpose for this request is to access and disseminate information regarding the health and safety of the public.

Accommodation Request: Due to my disability, I request the following accommodations for this FOIA process: Electronic records. These accommodations are necessary to ensure effective communication and accessibility of the requested information.

Due to Specific Circumstances. Formal Request for Expedited Processing of FOIA Request in Compliance with Legal Provisions and Appeals.

Dear FOIA officer, Under the provisions of the Freedom of Information Act (5 U.S.C. § 552), I hereby formally request expedited processing of my recent FOIA application due to compelling needs as outlined below:

Compliance with the Americans with Disabilities Act (ADA): In accordance with 42 U.S.C. § 12101 et seq., as an individual living with a brain injury, I am entitled to reasonable accommodations in legal and administrative processes. The expedited processing of this FOIA request is a necessary accommodation to ensure my effective participation, considering my specific communication and cognitive challenges.

Adherence to Whistleblower Protection Legislation: This request is pertinent to matters involving whistleblower retaliation, protected under the Whistleblower Protection Act (5 U.S.C. § 2302(b)(8)) and the Sarbanes-Oxley Act (18 U.S.C. § 1514A). Immediate processing is critical to uphold the legal protections afforded to whistleblowers and to address any potential violations thereof.

Public Interest and Urgency: The information sought pertains to issues of significant public interest, particularly in the domains of disability rights and ethical compliance. As established under FOIA guidelines, information requests that have the potential to inform the public about governmental operations and activities are to be prioritized (5 U.S.C. § 552(a)(6)(E)(v)).

Personal Circumstances: My unique personal circumstances, stemming from my brain injury, create an urgent need for information that directly impacts my ability to effectively self-advocate and represent the interests of others in similar situations. Given these considerations, I respectfully urge that my FOIA request be processed

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing	yes

Explanation

Due to Specific Circumstances. Formal Request for Expedited Processing of FOIA Request in Compliance with Legal Provisions and Appeals. Dear FOIA officer, Under the provisions of the Freedom of Information Act (5 U.S.C. § 552), I hereby formally request expedited processing of my recent FOIA application due to compelling needs as outlined below:

Compliance with the Americans with Disabilities Act (ADA): In accordance with 42 U.S.C. § 12101 et seq., as an individual living with a brain injury, I am entitled to reasonable accommodations in legal and administrative processes. The expedited processing of this FOIA request is a necessary accommodation to ensure my effective participation, considering my specific communication and cognitive challenges.

Adherence to Whistleblower Protection Legislation: This request is pertinent to matters involving whistleblower retaliation, protected under the Whistleblower Protection Act (5 U.S.C. § 2302(b)(8)) and the Sarbanes-Oxley Act (18 U.S.C. § 1514A). Immediate processing is critical to uphold the legal protections afforded to whistleblowers and to address any potential violations thereof.

Public Interest and Urgency: The information sought pertains to issues of significant public interest, particularly in the domains of disability rights and ethical compliance. As established under FOIA guidelines, information requests that have the potential to inform the public about governmental operations and activities are to be prioritized (5 U.S.C. § 552(a)(6)(E)(v)).

Personal Circumstances: My unique personal circumstances, stemming from my brain injury, create an urgent need for information that directly impacts my ability to effectively self-advocate and represent the interests of others in similar situations. Given these considerations, I respectfully urge that my FOIA request be processed on an expedited basis in line with the legal standards and principles of accessibility, transparency, and public interest. Thank you for your attention to this matter.

The following list contains the entire submission submitted November 19, 2023 07:50:02am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	MEDEIROS
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	955361
Confirmation ID	954776

Request description

* Please find below a Freedom of Information Act (FOIA) request. This request is formulated to obtain specific information from various government agencies, including the Department of Justice (DOJ), Health and Human Services (HHS), Centers for Medicare & Medicaid Services (CMS), and relevant state departments in Connecticut. 11/19/2023 Subject: Freedom of Information Act Request – Care Management Consultation Services in Medicaid ABI Waiver Program 1 (Exclusively) Dear FOIA Officer, I am submitting a request under the Freedom of Information Act (5 U.S.C. § 552) to obtain information specifically related to Care Management Consultation Services under the Medicaid Acquired Brain Injury (ABI) Waiver Program 1. Please note that this request is exclusively for information related to Waiver Program 1 and should not include information pertaining to Waiver Program 2 or any other programs. Specific Records Requested: Legality and Authorization (Waiver 1 Only): Documents confirming the permissibility of delegating Care Management Consultation Services to an external entity, such as Connecticut Community Care (CCC), under the Medicaid ABI Waiver Program 1 only. State or federal records of approvals specifically for Waiver Program 1 related to this delegation. Initiation and Implementation Records (Waiver 1 Only): Records showing the initiation of CCC's involvement in providing Care Management Consultation Services under Waiver Program 1 only. Agreements or contracts specific to Waiver Program 1 facilitating this service provision. Financial Records (Waiver 1 Only): Detailed financial statements / invoices showing payments to CCC for Care Management Consultation Services under Waiver Program 1 only. Audit reports or financial analyses related exclusively to Waiver Program 1. Recorded Time Frame (Waiver 1 Only): This request covers the period from the beginning of CCC's provision of these services under Waiver Program 1 up to the current date. Explicit Exclusion of Waiver Program 2: To reiterate, this request is solely for information regarding Waiver Program 1. I assert that the requested information is not shielded from disclosure under the Connecticut FOIA, as it is pertinent to the public's affairs and is not classified as privileged or confidential. Should any part of the requested documents be deemed exempt from disclosure, I request a comprehensive written justification for each exemption, referencing the pertinent statutory exemption, and ask that only the exempted portions be redacted, leaving the remainder of the document intact. In the event of a partial or full denial of my request, I ask for a written explanation, citing the specific

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing	no

The following list contains the entire submission submitted April 04, 2023 11:35:04am ET, and is formatted for ease of viewing and printing.

Contact information

First name	DAVID
Last name	MEDEIROS
Mailing Address	39 Kings Highway, STE C STE C
City	Gales Ferry
State/Province	CT
Postal Code	06335
Country	United States
Phone	8604633638
Company/Organization	ABI RESOURCES LLC
Email	AABIWR@LIVE.COM

Request

Request ID	667141
Confirmation ID	666601

Request description

The requester is seeking information about the Connecticut Community Care (CCC) referral system used to select agency providers for clients enrolled in federally funded programs; Money Follows the Person, and the ABI Waiver program. The requester is seeking information on the following topics: Approved Medicaid Provider Directory List: The approximate number of agency providers currently in the CCC referral system, who is responsible for maintaining and updating the list of agency providers, how often the list of agency providers is updated, and how ABI Resources is currently listed within the CCC referral system. Electronic Referral System: The name of the electronic referral system used by CCC for provider selection, who is responsible for managing the referral system and ensuring its smooth operation, and how the selected provider is presented to the care manager and subsequently to the client. Regarding the Role of Care Managers in the Process: The care manager's role in presenting agency providers to clients during the referral process, how care managers ensure that clients are well-informed and make the best choice based on their needs and preferences, and the level of involvement and autonomy care managers have when utilizing the CCC electronic referral system for federally funded programs. The process involved in the event a client wishes to change an agency service provider or care management provider: If clients have the option to request and receive a different agency service provider, care manager, or care management agency provider, what specific form or documentation must a client complete to document their request, the steps they must take to ensure that their request is successfully processed if the client signs an official request to change agency service providers, a care manager, or care management agency if this signed document is provided to the current provider, where clients can locate these documents if this document is provided to the client by care management, what periods for notices are implemented, and how the client may make this request if they are uncomfortable doing so directly to their care manager, agency service provider, or care management provider.

Supporting documentation

Fees

Request category ID

media

Fee waiver

no

Expedited processing

Expedited Processing

yes

Explanation

Dear Office of Information Policy (OIP) team, I am writing to request expedited processing of my FOIA request for information regarding Connecticut's federal funded programs, Money Follows the Person and the ABI Waiver program. Specifically, I am seeking information about the Connecticut Community Care (CCC) referral system used to select agency providers for clients enrolled in these programs. I believe that my request meets the criteria for expedited processing under 5 U.S.C. § 552(a)(6)(E)(v)(II). The information I am seeking is urgently needed to protect the health and safety of vulnerable individuals enrolled in these programs.

The following list contains the entire submission submitted April 27, 2023 01:35:02pm ET, and is formatted for ease of viewing and printing.

Contact information

First name	DAVID
Last name	MEDEIROS
Mailing Address	39 Kings Highway STE C STE C
City	Gales Ferry
State/Province	CT
Postal Code	06335
Country	United States
Phone	8604633638
Company/Organization	ABI RESOURCES LLC
Email	aabiwr@live.com

Request

Request ID	701691
Confirmation ID	701151

Subject: Freedom of Information Act Request - Connecticut ABI 1549P Consultation Services Funding

Dear [FOIA Officer or Agency Head], I am submitting a request under the Freedom of Information Act (FOIA), 5 U.S.C. § 552, for records related to Medicaid funding allocated and disbursed for Connecticut's Acquired Brain Injury (ABI) 1549P Consultation Services within the ABI Waiver Programs for the years 2021, 2022, and up to the present date (04/27/2023). Additionally, I am seeking a comprehensive description of these services. Please provide the following information: Total Medicaid funding amounts billed and paid for ABI 1549P Consultation Services for ABI Waiver Program years: a. 2021 b. 2022 c. 2023 (up to 04/27/2023) Detailed service description, including: a. Service objectives b. Eligibility criteria c. Types of consultations offered d. The number of individuals served e. Relevant performance metrics or program evaluations f. Method of service provision g. Tracking and billing processes h. The location where service must be provided i. Guidelines on how services must be provided Service provider information: a. List of agencies that actively bill for these services b. Amount of Medicaid funding billed and paid to each for the above years Please process this request in accordance with the Freedom of Information Act, and kindly inform me of any fees or charges associated with this request. I appreciate your attention to this matter and look forward to your prompt response. Sincerely,

Request description

Supporting documentation

Fees

Request category ID	educational
Fee waiver	no

Expedited processing

Expedited Processing	yes

Explanation

Matter of Public Interest: If the information requested is of significant public interest, such as in cases involving government transparency, accountability, or corruption, it may be a valid reason to request expedited processing. Media Deadline: If the information is needed by a journalist or media organization for a time-sensitive story, it may be a valid reason to request expedited processing.

The following list contains the entire submission submitted August 24, 2023 10:20:02am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	Medeiros
Mailing Address	39 Kings Highway, STE C STE C
City	Gales Ferry
State/Province	CT
Postal Code	06335
Country	United States
Phone	860 463-3638
Company/Organization	ABI Resources
Email	aabiwr@live.com

Request

Request ID	829216
Confirmation ID	828636

08/24/2023 Subject: Freedom of Information Request | Connecticut Medicaid Programs. Under the Connecticut Freedom of Information Act § 1-200 et seq., I am requesting access to and copies of records pertaining to: a) All FOIA or Connecticut Freedom of Information requests submitted in relation to the Connecticut Medicaid ABI Waiver Program from [Date 5 years ago] to [Today's Date]. b) The results and details of each of these requests, including any correspondence, responses, documents, data, or other materials provided to the requestors. c) All FOIA or Connecticut Freedom of Information requests submitted in relation to the Money Follows the Person program from [Date 5 years ago] to [Today's Date]. d) The results and details of each of these requests, including any correspondence, responses, documents, data, or other materials provided to the requestors. If any portion of my request is denied or exempt from release, please specify the reason for the denial or exemption under Connecticut law and release any segregable portions that are not exempt. If there are fees associated with this request, please inform me of the total charges in advance of fulfilling the request. If the cost exceeds [\$500], please provide a detailed itemization of the charges and contact me to further discuss the request. Thank you for considering my request. I look forward to your prompt response. If you have any questions or need clarification, you can reach me at Aabiwr@live.com. Sincerely, David Medeiros

Request description

Supporting documentation

Fees

Request category ID	media
Fee waiver	no

Expedited processing

Expedited Processing	yes

Explanation

I am writing to formally request expedited processing for my Freedom of Information Act request. I believe that my request meets the criteria for expedited processing due to the compelling reasons outlined below:

- a) Urgency to Inform the Public: The requested information is urgently needed in order to inform the public about an actual or alleged federal government activity. Delay in processing this request could deprive the public of vital information at a crucial time.
- b) Imminent Threat to Life or Physical Safety: Delay in processing this request could compromise the safety and well-being of individuals with compromised health and living conditions.
- c) Loss of Substantial Due Process Rights: Immediate processing is necessary to ensure that I, or other affected parties, do not lose substantial rights. This information will be used for an upcoming hearing or decision-making process that would be impacted by a delay.

Expiry of a Fixed Period: The matter at hand is time-sensitive due to an upcoming legal deadline and/or an event which the requested information pertains to. A delay could result in missed opportunities or significant complications.

Given the aforementioned reasons, I believe that the standard processing time would jeopardize the value and relevance of the information or action I seek. I kindly urge you to consider this request for expedited processing and acknowledge the immediate nature of my application/request. Thank you for your attention to this matter, and I appreciate your prompt consideration of my request. Sincerely, David Medeiros ABI

Resources

The following list contains the entire submission submitted October 17, 2023 07:40:02am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	MEDEIROS
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Email	davidmedeiros@live.com

Request

Request ID	900131
Confirmation ID	899551

10/17/2023 Connecticut Department of Social Services
DSS and Community Options Unit COU Office of the
Commissioner 55 Farmington Avenue Hartford, CT
06105 RE: Freedom of Information Act Request FOIA
To Whom It May Concern: I am writing to request
information under the provisions of the Freedom of
Information Act, 5 U.S.C. § 552, regarding the total
payments made to Goodwill through the Medicaid
Connecticut ABI Waiver programs from 2013 to the
present day. Specifically, I am interested in obtaining
financial data detailing the annual disbursements to
The Supported Living Group for each of the following
years: 2013 2014 2015 2016 2017 2018 2019 2020
2021 2022 2023 Goodwill is a Medicaid provider
operating within the state of Connecticut, and I am
seeking information to better understand the financial
relationships between this organization and the
Medicaid Connecticut ABI Waiver programs. Please
provide any documents, records, reports, or other
relevant information that pertains to the payments
made to Goodwill for the specified years. This
information could include, but is not limited to,
financial statements, invoices, payment logs, contracts,
and any other documents that outline the financial
transactions between Goodwill and Medicaid
Connecticut ABI Waiver programs. If any part of my
request is denied, please provide a written explanation
of the specific exemptions under which the information
is withheld. I kindly request accommodations due to
my disability. To facilitate my accessibility and
participation, I would greatly appreciate the use of
electronic records. Your support in this matter is highly
valued. Thank you for your understanding and
assistance. Sincerely, David Medeiros ABI Resources

Request description

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing	no

The following list contains the entire submission submitted October 17, 2023 08:00:02am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	MEDEIROS
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	900141
Confirmation ID	899561

10.17.2023 RE: Freedom of Information Act Request
FOIA To Whom It May Concern: I am writing to request information under the provisions of the Freedom of Information Act, 5 U.S.C. § 552, regarding the total payments made to Goodwill through the Medicaid Connecticut ABI Waiver programs from 2013 to the present day. Specifically, I am interested in obtaining financial data detailing the annual disbursements to Goodwill for each of the following years: 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023 Goodwill is a Medicaid provider operating within the state of Connecticut, and I am seeking information to better understand the financial relationships between this organization and the Medicaid Connecticut ABI Waiver programs. Please provide any documents, records, reports, or other relevant information that pertains to the payments made to Goodwill for the specified years. This information could include, but is not limited to, financial statements, invoices, payment logs, contracts, and any other documents that outline the financial transactions between Goodwill and Medicaid Connecticut ABI Waiver programs. If any part of my request is denied, please provide a written explanation of the specific exemptions under which the information is withheld. I kindly request accommodations due to my disability. To facilitate my accessibility and participation, I would greatly appreciate the use of electronic records. Your support in this matter is highly valued. Thank you for your understanding and assistance. Sincerely, David Medeiros ABI Resources

Request description

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing	no

The following list contains the entire submission submitted October 17, 2023 08:00:20am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	MEDEIROS
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	900146
Confirmation ID	899566

10.17.2023 RE: Freedom of Information Act Request
FOIA To Whom It May Concern: I am writing to request information under the provisions of the Freedom of Information Act, 5 U.S.C. § 552, regarding the total payments made to Project Genesis through the Medicaid Connecticut ABI Waiver programs from 2013 to the present day. Specifically, I am interested in obtaining financial data detailing the annual disbursements to Project Genesis for each of the following years: 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023 Project Genesis is a Medicaid provider operating within the state of Connecticut, and I am seeking information to better understand the financial relationships between this organization and the Medicaid Connecticut ABI Waiver programs. Please provide any documents, records, reports, or other relevant information that pertains to the payments made to Goodwill for the specified years. This information could include, but is not limited to, financial statements, invoices, payment logs, contracts, and any other documents that outline the financial transactions between Goodwill and Medicaid Connecticut ABI Waiver programs. If any part of my request is denied, please provide a written explanation of the specific exemptions under which the information is withheld. I kindly request accommodations due to my disability. To facilitate my accessibility and participation, I would greatly appreciate the use of electronic records. Your support in this matter is highly valued. Thank you for your understanding and assistance. Sincerely, David Medeiros ABI Resources

Request description

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing	no

The following list contains the entire submission submitted October 17, 2023 08:25:02am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	MEDEIROS
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	900151
Confirmation ID	899571

RE: Freedom of Information Act Request FOIA To Whom It May Concern: I am writing to request information under the provisions of the Freedom of Information Act, 5 U.S.C. § 552, regarding the total payments made to Goodwill through the Medicaid Connecticut ABI Waiver programs from 2013 to the present day. Specifically, I am interested in obtaining financial data detailing the annual disbursements to Goodwill for each of the following years: 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023 Goodwill is a Medicaid provider operating within the state of Connecticut, and I am seeking information to better understand the financial relationships between this organization and the Medicaid Connecticut ABI Waiver programs. Please provide any documents, records, reports, or other relevant information that pertains to the payments made to Goodwill for the specified years. This information could include, but is not limited to, financial statements, invoices, payment logs, contracts, and any other documents that outline the financial transactions between Goodwill and Medicaid Connecticut ABI Waiver programs. If any part of my request is denied, please provide a written explanation of the specific exemptions under which the information is withheld. I kindly request accommodations due to my disability. To facilitate my accessibility and participation, I would greatly appreciate the use of electronic records. Your support in this matter is highly valued. Thank you for your understanding and assistance. Sincerely, David Medeiros ABI Resources

Request description

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing	no

The following list contains the entire submission submitted November 15, 2022 01:35:07pm ET, and is formatted for ease of viewing and printing.

Contact information

First name	DAVID
Last name	MEDEIROS
Mailing Address	215 Mountain St
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State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID 490926

Confirmation ID 490386

Request description Medicaid FOIA request: Would the Connecticut Department of Social Services, DSS, please provide information in reference to Medicaid programs ABI Waiver programs I and II, and the MFP, Money Follows the Person program? 1) What is the total number of Connecticut Medicaid consumers receiving brain injury MFP Money Follows The Person Services? How many of those Medicaid Consumers are receiving services from the Medicaid agency provider, The Supported Living Group LLC.? 2) What is the total number of Connecticut Medicaid consumers receiving brain injury ABI Waiver Program I and II Services? How many of those Medicaid Consumers are receiving services from the Medicaid agency provider, The Supported Living Group LLC.?

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing	yes
Explanation	This information directly affects the rights of the disabled population.

The following list contains the entire submission submitted November 19, 2023 07:45:02am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	MEDEIROS
Mailing Address	215 Mountain St
City	Willimantic
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Postal Code	06226
Country	United States
Phone	8604633638
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Request

Request ID	955346
Confirmation ID	954761

Request description

11/19/2023 Please find below a Freedom of Information Act (FOIA) request. This request is formulated to obtain specific information from various government agencies, including the Department of Justice (DOJ), Health and Human Services (HHS), Centers for Medicare & Medicaid Services (CMS), and relevant state departments in Connecticut. Subject: Freedom of Information Act Request – Housing and Rental Agreements in Medicaid ABI Waiver Programs 1 and 2 Dear FOIA Officer, I am submitting a request under the Freedom of Information Act (5 U.S.C. § 552) for information related to housing and rental agreements within the Medicaid Acquired Brain Injury (ABI) Waiver Programs 1 and 2. Specific Records Requested: Legality and Authorization Records (Waiver 1 and 2): Documents confirming the legality and authorization for ABI Waiver Program agency providers to rent or provide housing for consumers in both Waiver Programs 1 and 2. State or federal approvals, if any, specifically allowing such housing provisions under these programs. Operational and Implementation Records (Waiver 1 and 2): Detailed descriptions or guidelines on how housing services are to be implemented within these programs. Records or agreements that outline the roles and responsibilities of agency providers in the context of providing housing or rental services to program participants. Financial Records (Waiver 1 and 2): Financial statements or invoices related to payments for housing or rental services within both Waiver Programs 1 and 2. Documentation of funding allocations for housing services under these programs. Provider and Consumer Responsibilities (Waiver 1 and 2): Documents detailing the responsibilities of both the providers and the consumers regarding housing services under these waiver programs. Service Plan Inclusions (Waiver 1 and 2): Examples of service plans that include housing or rental services, illustrating how these services are integrated into the overall care plans for individuals in these programs. This request encompasses all relevant records from the inception of housing services provisions within these waiver programs to the present date. I assert that the requested information is not exempt from disclosure under the Connecticut FOIA, as it is vital for public understanding of the operation and legality of housing services within these programs. Should any part of the requested documents be exempt from disclosure, please provide a comprehensive written justification for each exemption, citing the relevant statutory exemption. I request that only the exempted portions be redacted, keeping the rest of the document intact. In case of a partial or complete denial of my request, I seek a written explanation, specifying

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing	no

The following list contains the entire submission submitted November 19, 2023 07:45:18am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	MEDEIROS
Mailing Address	215 Mountain St
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Request

Request ID	955351
Confirmation ID	954766

Request description

Please find below a Freedom of Information Act (FOIA) request. This request is formulated to obtain specific information from various government agencies, including the Department of Justice (DOJ), Health and Human Services (HHS), Centers for Medicare & Medicaid Services (CMS), and relevant state departments in Connecticut. 11/19/2023 Subject: Freedom of Information Act Request – Cognitive Behavioral Services Behavior Analysts in Medicaid ABI Waiver Program 1 (Exclusively) Dear FOIA Officer, I am submitting a request under the Freedom of Information Act (5 U.S.C. § 552) to obtain records specifically related to Cognitive Behavioral Services and the integration of Behavior Analysts under the Medicaid Acquired Brain Injury (ABI) Waiver Program 1. This request is exclusively for information related to Waiver Program 1 and should not include information pertaining to Waiver Program 2 or any other programs. Specific Records Requested: Integration and Approval Records (Waiver 1 Only): Documents confirming the approval for the inclusion of Behavior Analysts in providing Cognitive Behavioral Services under Medicaid ABI Waiver Program 1. State or federal records indicating when this integration was officially approved and implemented in Waiver Program 1. Operational and Implementation Records (Waiver 1 Only): Records detailing the initiation and operational framework for Behavior Analysts providing Cognitive Behavioral Services under Waiver Program 1. Agreements, protocols, or guidelines specifically related to the role of Behavior Analysts in Waiver Program 1. Financial Records (Waiver 1 Only): Detailed financial statements or invoices showing payments made to Behavior Analysts for providing Cognitive Behavioral Services under Waiver Program 1. Audit reports or financial analyses pertaining exclusively to the expenditure on Cognitive Behavioral Services in Waiver Program 1. Recorded Time Frame (Waiver 1 Only): This request encompasses the period from the integration of Behavior Analysts in providing Cognitive Behavioral Services under Waiver Program 1 up to the current date. Explicit Exclusion of Waiver Program 2: To emphasize, this request is strictly for information regarding Waiver Program 1. I assert that the requested information is not protected from disclosure under the Connecticut FOIA, as it is essential for public understanding and does not fall under privileged or confidential categories. In case any part of the requested documents is exempt from disclosure, I request a detailed written justification for each exemption, citing the relevant statutory exemption, and ask for only the exempted portions to be redacted,

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing	no

The following list contains the entire submission submitted November 19, 2023 07:50:08am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	MEDEIROS
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
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Company/Organization	ABI Resources LLC
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Request

Request ID	955366
Confirmation ID	954781

Request description

Please find below a Freedom of Information Act (FOIA) request. This request is formulated to obtain specific information from various government agencies, including the Department of Justice (DOJ), Health and Human Services (HHS), Centers for Medicare & Medicaid Services (CMS), and relevant state departments in Connecticut. Subject: FOIA Request – Care Managers' Consultation Services in ABI Waiver Program Dear Freedom of Information Officer, Under the Freedom of Information Act (5 U.S.C. § 552), I request access to and copies of records and documents pertaining to care managers providing consultation services to consumers enrolled in the Acquired Brain Injury (ABI) Waiver Program 1, a practice reportedly exclusive to ABI Waiver Program 2. Specifically, I am requesting: Records of Services: Detailed records of care managers who have provided consultation services to ABI Waiver Program 1 consumers, including dates, types of services, and consumer demographics. Policy Documents: Copies of any policy documents, guidelines, or internal memos that detail the roles and limitations of care managers in both ABI Waiver Program 1 and 2. Compliance Reports: Any compliance reports or internal audits conducted regarding the provision of consultation services by care managers to ABI Waiver Program 1 consumers. Internal Communications: Relevant internal communications, including emails and meeting minutes, discussing the assignment of care managers to provide consultation services in ABI Waiver Program 1. Training Materials: Training materials or guidelines provided to care managers regarding their roles and limitations in ABI Waiver Program 1 and 2. Please ensure that the provided records are in an accessible electronic format. If certain documents are exempt from disclosure under the FOIA, kindly provide a Vaughn index, detailing each document and the rationale for its exemption. I kindly request accommodations due to my disability. To facilitate my accessibility and participation, I would greatly appreciate the use of electronic records. Your support in this matter is highly valued. Thank you for your understanding and assistance. Sincerely, David Medeiros ABI Resources

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing	no

The following list contains the entire submission submitted November 19, 2023 07:55:03am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	MEDEIROS
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	955371
Confirmation ID	954786

Request description

Please find below a Freedom of Information Act (FOIA) request. This request is formulated to obtain specific information from various government agencies, including the Department of Justice (DOJ), Health and Human Services (HHS), Centers for Medicare & Medicaid Services (CMS), and relevant state departments in Connecticut. 11/13/2023 Connecticut Department of Social Services Office of Legal Affairs, Regulations, and Administrative Hearings 55 Farmington Avenue Hartford, CT 06105 Subject: Medicaid ABI Waiver Program Waitlist | Freedom of Information Act FOIA Request | Connecticut Gov. 11.13.2023 Dear Freedom of Information Officer, Under the Freedom of Information Act, 5 U.S.C. § 552, I am requesting access to and copies of all records and documents maintained by the Connecticut Department of Social Services pertaining to the waiting list of individuals for the Medicaid Acquired Brain Injury (ABI) services in section 17b-260a-4(d) of the Regulations of Connecticut State Agencies. Specifically, I am seeking the following: a) Documents Describing the Waiting List Process: Any and all documents that describe the process and criteria used for maintaining the waiting list for ABI services. b) Statistical Data: Any statistical data or reports on the number of individuals on the waiting list, including the duration of their wait and the reasons for their ineligibility as per section 17b-260a-4(d). c) Policy and Procedure Manuals: Copies of any policy and procedure manuals or guidelines regarding the administration of the ABI waiting list. d) Internal Communications: Relevant internal communications discussing the management or policy decisions related to the ABI waiting list. Please note, if certain records or documents are exempt from disclosure under the FOIA, I request that you provide an index of such documents as required under *Vaughn v. Rosen*, 484 F.2d 820 (D.C. Cir. 1973), along with a detailed explanation of why each document is exempt from disclosure. I kindly request accommodations due to my disability. To facilitate my accessibility and participation, I would greatly appreciate the use of electronic records. Your support in this matter is highly valued. Thank you for your understanding and assistance. Sincerely, David Medeiros ABI Resources

Supporting documentation

Fees

Fee waiver	no

Expedited processing

Expedited Processing	no



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10/31/2023

Subject: Formal Grievance Concerning Discriminatory Unfair Business Practices within the Connecticut Medicaid ABI Waiver Program

To: All pertinent departments within the state of Connecticut,

I trust this correspondence reaches you in excellent health and high spirits. My name is David Medeiros, and I am addressing you in my capacity as a concerned business owner, resident, and individual with a disability residing in the state of Connecticut. I have the honor of leading ABI Resources, a distinguished service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.

I find myself compelled to highlight and formally complain about a series of blatant and persistent inequities pertaining to discriminatory business practices occurring under the aegis of the aforementioned program. Despite my multiple, concerted efforts to engage in constructive dialogue with the Connecticut Department of Social Services, addressing these grave concerns has been met with a disconcerting lack of engagement and rectification. This situation has had a deleterious impact not only on the operations of ABI Resources but also on the well-being and quality of service accessible to the disabled individuals we are committed to serving.

Key Concerns and Grievances:

a) **Medicaid Referrals:**

b) **Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency**

a) **Medicaid Referrals:**

There is a prevailing lack of transparency and an apparent bias in the Medicaid referral processes within the ABI Waiver Program. ABI Resources, despite an unwavering commitment to excellence in service delivery, has been unfairly marginalized, resulting in an unequal and unjust distribution of referrals.

Addressing issues of transparency, bias, and unfair marginalization in Medicaid referrals, particularly within the Acquired Brain Injury (ABI) Waiver Program, is crucial to ensuring equitable access to quality healthcare services for all eligible individuals. ABI Resources and similar service providers play a vital role in supporting individuals with acquired brain injuries, and it is essential that they are treated fairly in the referral process to continue their commitment to excellence in service delivery.

Potential Steps to Address the Issue:

Increase Transparency:

Implement a transparent referral process where criteria for referrals are clearly defined and made publicly available.

Establish a monitoring system to track and publish referral data, including the number of referrals made to each service provider and the reasons for referral decisions.

Conduct an Independent Audit:

Hire an independent entity to conduct a thorough review of the Medicaid referral processes within the ABI Waiver Program to identify any biases or unfair practices.

The audit should also evaluate the performance and quality of services provided by ABI Resources and other service providers to ensure that referrals are based on merit and the ability to meet the needs of individuals with acquired brain injuries.

Implement a Fair and Equitable Referral System:

Develop a standardized and objective referral system that ensures all service providers are evaluated based on the same criteria.

Consider incorporating a randomized component to the referral process to prevent bias and ensure a fair distribution of referrals.

Engage Stakeholders:

Create a platform for open dialogue between Medicaid officials, service providers, individuals with acquired brain injuries, and their families to discuss concerns related to the referral process.

Use feedback from stakeholders to continuously improve the referral system and address any emerging issues.

Provide Training and Education:

Offer training to Medicaid officials and other stakeholders involved in the referral process to raise awareness about potential biases and the importance of a fair and equitable system.

Educate service providers about the referral process, criteria for referrals, and steps they can take if they believe they have been treated unfairly.

Establish a Complaint and Appeal Process:

Create a clear and accessible complaint and appeal process for service providers who believe they have been unfairly marginalized in the referral process.

Ensure that complaints are thoroughly investigated and that corrective action is taken when warranted.

Promote Accountability:

Hold Medicaid officials and other stakeholders accountable for ensuring a fair and transparent referral process.

Implement consequences for individuals or entities found to be engaging in biased or unfair practices.

Regularly Review and Update Policies:

Conduct regular reviews of referral policies and procedures to ensure they remain up-to-date, fair, and transparent.

Update policies as needed to address any identified issues and to adapt to changing needs and circumstances.

Addressing the issues of transparency, bias, and unfair marginalization in Medicaid referrals within the ABI Waiver Program is essential to ensuring that all eligible individuals have equal access to high-quality services. It is imperative that service providers like ABI Resources are treated fairly and equitably in the referral process to uphold the integrity of the healthcare system and to foster trust among all stakeholders. Implementing the above steps could contribute significantly to creating a more transparent, fair, and equitable referral system, ultimately benefiting individuals with acquired brain injuries and the service providers dedicated to supporting them.

b) Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency

Provider: A Medicaid service agency provider is offering financial incentives to consumers, leading to an imbalance in the competitive landscape. This kind of practice can indeed raise serious ethical, legal, and fairness concerns.

Ethical Concerns:

Conflicts of Interest: Financial incentives could create a conflict of interest, where the provider's financial gain takes precedence over the best interests of the consumer.

Bias and Unfairness: It could lead to bias in referrals, favoring certain providers over others irrespective of the quality of services they offer.

Erosion of Trust: Such practices can erode trust in the Medicaid system and healthcare providers, as consumers may question the motives behind the services they are being referred to.

Legal Concerns:

Violation of Anti-Kickback Statutes: Providing inducements to influence the referral of services covered by Medicaid can violate anti-kickback statutes, potentially leading to legal actions and penalties.

False Claims Act Violations: If such inducements lead to fraudulent billing or claims, it could result in violations of the False Claims Act.

Non-Compliance with Medicaid Regulations: Medicaid has strict guidelines and regulations to ensure fairness and prevent fraud, and engaging in such practices can result in non-compliance and potential debarment from the program.

Lack of Responsiveness to Complaints and Reports: Our persistent complaints and reports, meticulously documenting these issues, have been met with apathy. There is an alarming deficit in the investigation, redressal, and accountability mechanisms within the system.

Adverse Impacts on ABI Resources:

Financial Duress: The discriminatory practices and referral shortages have placed ABI Resources under significant financial duress, compromising our ability to maintain operational viability and deliver superior services to our clients.

Reputational Harm: The state's nonintervention and perceived partiality have led to an erosion of our reputation. This has resulted in ABI Resources being unjustly perceived as a less favorable service provider, regardless of our commitment to quality and excellence.

Demoralization of Workforce: The protracted nature of these issues has led to a pervasive sense of demoralization among our staff and stakeholders, adversely impacting the morale and efficacy of our organizational operations.

Addressing the Issue:

Regulatory Oversight: There should be strict oversight and monitoring by regulatory bodies to ensure that all Medicaid service agency providers are complying with laws and regulations.

Transparency: Increasing transparency in the referral process can help in ensuring that referrals are made based on the quality of services rather than financial incentives.

Whistleblower Protections: Encouraging whistleblowing and providing protections for whistleblowers can help in uncovering and addressing such unethical practices.

Penalties and Sanctions: Implementing strict penalties and sanctions for those found guilty of engaging in such practices can act as a deterrent.

Public Awareness: Educating consumers about the potential for such conflicts of interest and providing them with information on how to report suspicious activities can empower them to make informed decisions.

Addressing this issue is crucial for maintaining the integrity of the Medicaid program, ensuring that consumers receive the best possible care, and fostering a competitive and fair marketplace for healthcare services.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a

comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Sincerely,

David Medeiros

Best regards,

David Medeiros

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



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11/13/2023

Subject: Formal Grievance Complaint Concerning Connecticut Medicaid ABI Waiver Program Service and Intervention Plans.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources, a dedicated provider of essential services to individuals with acquired brain injuries (ABI). This letter serves to formally raise a grievance and file a complaint concerning the serious issue of not receiving Medicaid Acquired Brain Injury (ABI) Waiver Program service and intervention plans from consumer-assigned care management consultants. This situation has gravely impacted the operational and financial integrity of ABI Resources.

As per the stipulations of the ABI Waiver Program, a "Service Plan" is an essential document that outlines the necessary medical and community-based services enabling individuals to live outside institutional settings. The provision of individualized service plans include measurable goals, objectives, and documentation of total service costs.

Additionally, "Intervention Plans," developed by cognitive behaviorists, are crucial in identifying and managing treatment goals and interventions for our



clients. However, despite our repeated efforts and adherence to the required protocols, we have not received these vital documents from care management. The lack of these plans has led to significant operational and financial difficulties for ABI Resources.

Sec. 17b-260a-6. Person-centered planning process (a) The service plan shall be developed based on a person-centered planning model, as described in 42 CFR 441.301(c), as amended from time to time. The individual shall lead the planning process where possible, and in accordance with section 17b-260a-11(a) of the Regulations of Connecticut State Agencies.

6) Prohibit providers of waiver services for the individual, or those who have an interest in or are employed by a provider of waiver services for the individual, from providing care management or participating in the development of the person-centered service plan;

Key Concerns and Grievances:

Non-Receipt of Essential Documents: Despite adherence to protocol, ABI Resources has not received the mandated individualized service and intervention plans, which include measurable goals and objectives for the consumers we serve. Furthermore, the necessary intervention plans developed by cognitive behaviorists, which outline treatment goals and interventions, have also not been provided by care management.

Concerns: Impact on Daily Support Staff and Program Consumers

In addition to the aforementioned issues, the absence of these critical Medicaid ABI Waiver Program plans has significantly affected our daily support staff and, consequently, the consumers of the program.

Impact on Daily Support Staff:

Lack of Clear Direction: Without structured plans, staff members struggle to provide focused and effective services, as they lack clear guidelines and objectives.

Increased Workload and Stress: The ambiguity surrounding treatment goals and methods has led to an increased workload and heightened stress levels among staff, impacting their well-being and job satisfaction.

Professional Inefficiency: Staff are unable to utilize their skills and training effectively, leading to professional dissatisfaction.

Difficulty in Tracking Progress: The absence of measurable goals makes it challenging for staff to track and report on client progress accurately.

Risk of Non-Compliance: Without proper guidelines, there is an increased risk of non-compliance with regulatory standards, potentially leading to legal and ethical issues.

Reduced Team Morale: The overall uncertainty and increased challenges have adversely affected team morale and cohesion.

Impact on Consumers of the Program:

Inconsistent Service Quality: Consumers face variability in the quality of care received, as staff members lack consistent plans to guide their services.

Slowed Progress: The absence of structured goals and interventions can slow down or hinder the progress and rehabilitation of consumers.

Reduced Confidence in Services: Consumers and their families may lose confidence in the quality and effectiveness of the services provided.

Increased Vulnerability: Consumers, particularly those with severe conditions, become more vulnerable due to the lack of tailored, goal-oriented care.

Potential for Unmet Needs: Without specific plans, some needs of consumers may remain unidentified and unaddressed, leading to gaps in care.

Emotional and Psychological Impact: The inconsistency and uncertainty in care can have adverse emotional and psychological effects on consumers.

These challenges not only make the daily responsibilities of our care providers more arduous but also critically undermine the quality of care and support we can offer to our consumers. It is imperative that these issues be addressed immediately to ensure the well-being of both our staff and the consumers who rely on our services.

Adverse Impacts on ABI Resources:

The cumulative effect of these issues has placed ABI Resources in a precarious financial and operational position.

Financial Losses: The absence of these critical documents has led to substantial financial losses, severely hampering our ability to function effectively.

Staffing Challenges: The lack of structured plans has created many challenges for our service providers and as a result, we have faced significant staffing issues, including layoffs and the challenges to maintain essential personnel.

Client Impact: Our capacity to offer consistent and high-quality services has been compromised, leading to a loss of clients and a tarnishing of our reputation.

Administrative Burden: The lack of structured plans has resulted in an increased administrative load, as we strive to manage without proper guidance.

Overall Business Impact: These compounded issues threaten the viability of ABI Resources and our mission to serve those in need.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The

equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,

David Medeiros

David Medeiros

ABI Resources

Founder, CEO, Director, Team Member

ABI Resources





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11/15/2023

Subject: Formal Grievance and Complaint Regarding the Concealment of Public Information: Medicaid ABI Waiver Program Directory of Providers.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources to express our formal grievance and file a complaint regarding the handling of the Medicaid Acquired Brain Injury (ABI) Waiver Program by the Connecticut Department of Social Services (DSS). Specifically, our complaint centers on the apparent concealment of the Medicaid ABI Waiver Program Directory of Providers, a critical public resource.

Key Concerns and Grievances:

- a) Denial of Public Access to Information: The DSS managed Medicaid ABI Waiver Program Directory of Providers is public information, rightfully accessible to all. Its concealment not only violates the principles of transparency and public service but also directly impacts those in dire need of these services.
- b) Inaccessibility to Vulnerable Populations: The absence of accessible information severely restricts the ability of individuals with acquired brain

injuries, their families, and caregivers to make informed decisions regarding care and support. This lack of access is particularly detrimental, given the complex needs of this population.

- c) Increased Risk and Exploitation: Without knowledge of accredited and reputable providers, vulnerable individuals are at a heightened risk of exploitation and subpar services, which can lead to adverse health outcomes.
- d) Unnecessary Strain on Families and Caregivers: Families and caregivers, already burdened with care responsibilities, face additional challenges in finding appropriate services, contributing to increased stress and potential caregiving errors.
- e) Financial and Operational Impact on ABI Resources: As a provider, ABI Resources has suffered considerable financial losses due to decreased client engagement and an increased administrative burden. This situation stems directly from the unavailability of the provider directory, which hinders our ability to efficiently connect with potential clients.
- f) Administrative Burdens and Resource Diversion: The lack of a central, accessible directory has led to an excessive administrative load, diverting critical resources from our core mission of providing care.

Proposed Solutions and Steps to Address the Issue:

- 1) Immediate Disclosure and Accessibility: We request the immediate release of the Medicaid ABI Waiver Program Directory of Providers, ensuring it

is readily accessible to all stakeholders, particularly the public and vulnerable populations.

- 2) Commitment to Transparency: The DSS should commit to ongoing transparency in all aspects of the ABI Waiver Program, including regular updates and easy access to all program-related information.
- 3) Constructive Dialogue and Rectification: ABI Resources seeks to engage in a constructive dialogue with the DSS to discuss the implications of this concealment and explore potential avenues for rectifying the financial and operational impacts.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,

David Medeiros

David Medeiros

ABI Resources

Founder, CEO, Director, Team Member

ABI Resources



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11/16/2023

Subject: Formal Complaint and Request for Immediate Clarification on
Unauthorized Care Management Consultation Services in ABI Waiver Program 1.

To: All pertinent departments within the state of Connecticut,

Connecticut Department of Social Services and Relevant Oversight Bodies

I am writing on behalf of ABI Resources to express grave concerns and urgently seek detailed clarification on practices we have observed within the Medicaid Acquired Brain Injury (ABI) Waiver Program, particularly in ABI Waiver Program 1. Our complaint specifically focuses on what appears to be an unauthorized provision of care management consultation services in Program 1, a practice traditionally and explicitly designated for Program 2 under existing guidelines. This letter outlines our observations, the potential negative impacts on our business operations and our consumers, and our urgent requests for resolution

Key concerns and grievances:

1. Unauthorized Consultation Services: The core of our concern lies in the apparent provision of care management consultation services to consumers in ABI Waiver Program 1. This practice is not authorized under the current program guidelines and represents a significant breach of protocol,



raising serious concerns about compliance and oversight within the program.

2. Lack of Clarity and Transparency in Program Administration: The sudden and unexplained introduction of these services in Program 1 has created an atmosphere of confusion and uncertainty. We seek immediate and detailed clarification from the Department on whether there have been any recent changes to the scope or administration of ABI Waiver Program 1 that would authorize such services.
3. Improper Recommendations for Program Transitions: Additionally, we have noted instances where care managers are inappropriately advising Program 1 consumers to transition to Program 2. This advice, given without proper authority or assessment, potentially disrupts the tailored care plans crucial for the recovery of individuals with acquired brain injuries.

In-Depth Analysis of Impact on ABI Resources and Consumers:

1. Operational and Strategic Challenges: The introduction of potentially unauthorized services has disrupted our strategic planning and operational execution. It has forced us to reevaluate our service delivery models and resource allocation, potentially leading to inefficiencies and diminished care quality.
2. Risk to Consumer Trust and Quality of Care: The ambiguity surrounding these services risks damaging the trust that consumers and their families have in the system. It raises concerns about the appropriateness of care

provided, which is essential for effective recovery and rehabilitation in ABI cases.

3. Market Imbalance and Competitive Disadvantage: This situation creates an unfair market environment. Providers adhering to the guidelines may be at a disadvantage compared to those who are offering these additional, potentially unauthorized services. This not only affects our competitive position but also skews the overall market dynamics in ABI care services.

Specific Requests for Resolution and Enhanced Transparency:

1. Comprehensive Investigation and Clear Communication: We request an immediate, comprehensive investigation into the provision of care management consultation services in ABI Waiver Program 1, accompanied by clear communication on any policy adjustments.
2. Immediate Enforcement of Compliance: We urge the prompt enforcement of existing program guidelines and the cessation of any unauthorized practices.
3. Proactive Support and Guidance for All Stakeholders: We advocate for the development of support and guidance initiatives for both service providers and consumers to navigate these changes effectively, ensuring everyone is fully informed about their rights and the services available.
4. Corrective Measures for Non-Compliance: Implementation of corrective actions, including disciplinary measures, against entities found in violation of program rules, to maintain the integrity and effectiveness of the program.

Conclusion:

ABI Resources is deeply committed to providing high-quality care within the ABI Waiver Program framework. The current situation, marked by potential unauthorized practices, poses significant challenges to our operations and the well-being of our consumers. We trust that the Connecticut Department of Social Services and relevant oversight bodies will address these issues with the urgency and thoroughness they demand, ensuring the program's integrity and efficacy. We look forward to a swift, detailed, and transparent response to this critical issue.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,

David Medeiros

David Medeiros

ABI Resources , CEO, Director, Team Member

ABI Resources





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>

11/16/2023

Subject: Formal Complaint Regarding Unethical Practices and Possible Kickback Schemes in ABI Waiver Program.

To: All pertinent departments within the state of Connecticut,

I am David Medeiros from ABI Resources, and I present this document to voice our serious concerns about certain activities within the Medicaid Acquired Brain Injury (ABI) Waiver program. These activities, which appear to breach ethical standards and potentially violate Medicaid regulations, require immediate scrutiny and action.

Examination of the ABI Waiver Program's Framework:

The ABI Waiver Program, established under sections 17b-260a-1 to 17b-260a-17 of the Connecticut State Agencies regulations, is designed to offer nonmedical, home, and community-based services to eligible individuals with an ABI. This program emphasizes the need for cost-effective services, personalized care, and adherence to strict qualifications for providers, ensuring that the services provided meet the highest ethical and professional standards.

Conflicts Arising from Service Provision:

Dual Service Conflict:

In the context of the ABI Waiver Program, a significant conflict has emerged due to an agency providing both Clinical Behavioral Therapy (CBT) and daily non-medical services to the same group of consumers. This situation raises several concerns:

Therapeutic Recommendations Overlapping with Financial Interests:

There is an apparent alignment of therapeutic recommendations with the agency's financial interests. The agency uses the platform of CBT sessions to recommend additional non-medical services that it also provides. This practice suggests a dual benefit for the agency, where it gains financially from both therapy sessions and the subsequent non-medical services.

Influence on Consumer Choice:

The dual role of the agency potentially influences consumer choice, where therapeutic sessions, which should be neutral and solely in the interest of the Consumer's health, may be used to steer consumers towards additional services provided by the same agency. This situation can lead to biased recommendations that may not always be in the best interest of the consumer.

Cycle of Service Provision and Financial Gain:

There is a creation of a cycle wherein the agency, through its provision of CBT, identifies or creates a need for additional services, fulfills these needs through its non-medical services arm, and consequently benefits financially. This cycle raises questions about the objectivity of the service recommendations and the potential for unnecessary or excessive services being provided.

Potential for Overutilization of Services:

This overlap in services could lead to overutilization, where consumers receive more services than are necessary, leading to increased costs for the Medicaid program.

Ethical Implications:

The practice blurs the lines between therapeutic need and financial gain, potentially compromising the ethical standards expected in healthcare and social service provision.

These concerns necessitate a thorough examination to ensure that services provided under the ABI Waiver Program are free from conflicts of interest, maintain the highest ethical standards, and truly serve the best interests of the consumers.

Manipulative Consumer Steering and Personnel Poaching:

Directing Consumer Choices:

The conduct of the agency's Clinical Behavioral Therapy (CBT) providers has raised significant concerns regarding the manipulation of Consumer choices. This issue manifests in several ways:

Targeted Referrals:

CBT providers are reportedly channeling consumers towards the agency's own non-medical services. This practice goes beyond the realm of impartial medical advice, as it systematically directs consumers to services that benefit the agency financially, rather than based on the unbiased assessment of Consumer needs.

Influence on Consumer Decision-Making:

This approach potentially undermines the autonomy of consumers in making informed decisions about their care. By directing consumers towards specific services, there's a risk that consumers are being provided a narrowed view of available options, influenced more by the agency's financial interests than by Consumer welfare.

Questionable Ethical Practices:

The behavior of these CBT providers raises ethical questions, particularly regarding the integrity of their recommendations. It potentially violates the principle of acting in the best interests of the Consumer, a cornerstone of healthcare and therapeutic professions.

Unfair Competitive Tactics:

The agency's practices extend beyond Consumer manipulation, affecting the broader operational dynamics within the industry:

Staff Poaching:

Reports indicate that the agency has engaged in poaching staff from other providers. This action not only disrupts the operations of other agencies but also indicates a strategic approach to weaken competition and consolidate the agency's position in the market.

Disruption of Industry Standards:

Such tactics contribute to an uneven playing field, where ethical providers adhering to fair hiring practices are disadvantaged. This behavior can lead to a destabilization of the market, with one agency gaining undue advantage and influence.

Impact on Service Quality:

The poaching of staff may lead to a shortage of skilled professionals in other agencies, potentially affecting the quality of care and services provided to consumers across the industry.

These practices of manipulative Consumer steering and personnel poaching call for an in-depth review to ensure that the ABI Waiver Program operates in a fair, ethical, and competitive environment, where Consumer welfare and industry standards are upheld.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, Clinical Behavioral Therapy (CBT) professionals, and care management consultants reveal possible mechanisms of kickback arrangements. This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where CBT professionals and care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that CBT professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the

integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing and service utilization, where Consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.

The existence of these indicators necessitates a thorough investigation to ascertain the presence of kickback arrangements and to evaluate their impact on the Medicaid program's ethical standards and financial integrity. It is imperative to ensure that all practices within the ABI Waiver Program align with legal and ethical guidelines, safeguarding the program's integrity and the wellbeing of its beneficiaries.

Impact on ABI Resources:

Revenue Reduction

Consumer Diversion Impact:

ABI Resources has experienced a significant downturn in revenue, which can be directly attributed to the diversion of consumers towards the agency in question. This diversion likely results from the alleged unethical steering and manipulative practices, leading to a reduced Consumer base for ABI Resources.

Financial Viability Threatened:

The reduction in revenue poses a threat to the financial viability and sustainability of ABI Resources, impacting our ability to provide quality care and services to our consumers.

Operational Cost Surge:

Increased Marketing Expenditures: In an effort to counteract the loss of consumers and to rebuild our Consumer base, ABI Resources has had to significantly increase our investment in marketing. These additional expenses are necessary to communicate our commitment to ethical practices and quality care to the community.

Legal and Consultation Fees:

Addressing these unethical practices and exploring legal avenues for recourse has led to increased spending on legal consultations and related services. These expenditures are essential for navigating the complexities of the situation and seeking justice, but they also divert resources from other operational areas.

Consumer Relationship Erosion:

Loss of Trust and Business: The most profound impact has been on our established Consumer relationships. The manipulative practices of the agency in question have led to a loss of trust among our consumers, as they are steered away from ABI Resources. This erosion of trust is deeply concerning, as it undermines the long-standing relationships we have built based on care, integrity, and ethical service provision.

Reputation Damage:

The wider implications of these practices in the industry have led to a tarnished reputation, not just for the agency in question, but for service providers in general, including ABI Resources. Restoring our reputation in the wake of these events is a significant challenge, requiring substantial effort and resources.

The cumulative effect of these impacts on ABI Resources is profound, affecting not just our financial stability but also our reputation and, most importantly, our ability to serve our consumers effectively. It is imperative that these issues are addressed comprehensively to restore the integrity of service provision within the ABI Waiver Program and to protect agencies like ours that are committed to ethical practices.

Formal Requests Thorough Examination and Compliance Review:

Comprehensive Investigation:

We formally request a complete and thorough examination of the outlined practices. This investigation should encompass all entities involved, including the service provider, CBT professionals, and care management consultants.

Medicaid Compliance Review:

A detailed review of Medicaid compliance is crucial to determine if these practices violate Medicaid regulations and standards.

Application of Corrective and Disciplinary Measures:

Immediate Corrective Action: Upon confirmation of these practices, we strongly advocate for swift implementation of corrective measures to address and rectify the identified issues.

Disciplinary Proceedings:

We also call for appropriate disciplinary actions against any parties found to be complicit in these unethical practices, in accordance with legal and regulatory guidelines.

Review and Revision of Policies and Oversight:

Policy Overhaul:

A comprehensive review and subsequent revision of existing policies within the ABI Waiver Program is necessary. This review should focus on closing loopholes that allow for such unethical practices and ensuring robust safeguards against future violations.

Enhanced Oversight Mechanisms:

We propose the establishment or enhancement of oversight mechanisms within the ABI Waiver Program to ensure ongoing compliance with ethical and legal standards.

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,

David Medeiros

David Medeiros

ABI Resources , CEO, Director, Team Member

ABI Resources



From: ABI RESOURCES 860 942-0365
Sent: Monday, December 11, 2023 1:30 PM
To: CMS FOIA Request
Subject: 12.11.2023 CMS HHS FOIA Freedom of Information Request. CMS and HHS records and documents that pe...

12.11.2023

Freedom of Information Act Officer
Centers for Medicare & Medicaid Services
U.S. Department of Health & Human Services

Subject: Freedom of Information Act Request

Dear FOIA Officers,

Pursuant to the Freedom of Information Act, 5 U.S.C. § 552, I am requesting access to CMS and HHS records and documents that pertain to the provision of both clinical services and daily support services to the same individual under the Connecticut Medicaid ABI Waiver Program.

Specifically, my request includes:

Policy Documents: Seeking any and all policies, guidelines, and protocols that determine if a single agency can concurrently provide clinical services (like those offered by Cognitive Behavioral Therapists) and daily support services under the ABI Waiver Program.

Conflict of Interest Guidelines: Looking for documentation that outlines conflict of interest policies relevant to agencies providing both clinical and support services to the same client.

Compliance and Monitoring Reports: Requesting any audits, compliance reports, or reviews that assess adherence to the aforementioned policies and guidelines within the ABI Waiver Program.

In the event of a denial or partial denial of this request, please provide a written justification, citing specific reasons under the Act, and make available all segregable non-exempt portions of the requested records.

Privacy and Confidentiality Adherence:

Please redact any exempt portions of records, citing the specific statutory exemption applied.

I request that all records be provided in an accessible electronic format, in compliance with the Americans with Disabilities Act (ADA) requirements.

This request is unique and should be treated as distinct from other FOIA requests.

Contact Information of FOIA Officer: Kindly provide the contact details of the FOIA officer responsible for handling this request.

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

Best regards,
David Medeiros
ABI Resources
<[HTTPS://WWW.CTBRAININJURY.COM](https://www.ctbraininjury.com)>



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>

Date: 12/17/2023

Dear FOIA Officer,

I am writing under the Freedom of Information Act (5 U.S.C. 552) to request access to and copies of all detailed records of communications and interactions between various state and federal officials, including but not limited to all records, reports, documents, and communications concerning but not limited to:

Disability civil rights grievances, complaints, whistleblower complaints or retaliation, and resolution outcomes, Medicaid federal funding, and FOIA freedom of information requests both state and federal, as well as tips and watchdog submissions reports.

- The legal case of David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220.'
- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by:

David Medeiros and ABI Resources LLC

Date: November 21, 2023

ABI Resources LLC

39 Kings Hwy STE C

Gales Ferry, CT. 06226

860 942-0365

These records are crucial for understanding the dynamics of interactions with these key figures in the context of disability rights and whistleblower protections.

Documentation from Federal and State Department Executives and Associated staff:

- Connecticut Department of Social Services Commissioner Andrea Barton Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
- U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
- Connecticut Governor Ned Lamont
- Lieutenant Governor Susan Bysiewicz
- Secretary of State Denise Merrill
- Attorney General William Tong
- State Treasurer Shawn Wooden
- State Comptroller Kevin Lembo
- State Auditors John Geragosian and Rob Kane
- U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
- Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
- U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A. Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
- Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
- The Department of Labor DOL
- Government Accountability Office GAO
- Connecticut General Assembly CGA

As well as communication with recognized esteemed organizations.

National and International Organizations:

- American Association of People with Disabilities (AAPD)
- The Consortium for Citizens with Disabilities (CCD)
- Disability Rights Education and Defense Fund (DREDF)
- Disabled in Action (DIA)
- Equip for Equality
- National Disability Rights Network (NDRN)
- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

National Whistleblower / Retaliation Advocates

- Government Accountability Project (GAP)
- The Whistleblower Project
- ExposeFacts
- Freedom of the Press Foundation
- National Whistleblower Center
- Project On Government Oversight (POGO)
- Public Employees for Environmental Responsibility (PEER)
- Whistleblower Aid

News Media Outlets and Journalists:

Reporters Committee for Freedom of the Press, The New York Times, The Washington Post The Associated Press (AP), ProPublica, The Wall Street Journal, National Public Radio (NPR) Reuters, CNN, BuzzFeed News, VICE News, Fox News etc.

Expedited Processing Request:

Due to the legal case of David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220, I request expedited processing as this information is urgently needed for public knowledge on this significant matter.

Format of Records:

As a result of my disability, I kindly request accommodations, Please provide all records in an accessible electronic format, in accordance with the Americans with Disabilities Act (ADA).

Unique Nature of Request:

This request is unique due to its comprehensive scope and relevance to ongoing public and legal discussions.

Contact Information of FOIA Officer:

I request the contact details of the FOIA officer responsible for this request.

If any part of this request is denied, please cite the specific exemptions and provide appeal procedures under the law.

Thank you for your prompt attention to this matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid ABI Waiver Program Support Provider.





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>

Date: 12/16/2023

Connecticut Commission on Human Rights and Opportunities (CHRO) Capitol
Region Office
450 Columbus Boulevard, Suite 2
Hartford, CT 06103-1835

Subject: **Submission of a Secondary, Distinct Complaint.**

Complaint Against Connecticut CHRO for Disability Discrimination and
Whistleblower Retaliations. RE: David Medeiros v. State of CT, Department of
Social Services CHRO No. 2410220
EEOC No. N/A

Dear CHRO and Connecticut Government Officials,

I am writing as both the complainant and a victim of the inaction perpetuated by the Connecticut Commission on Human Rights and Opportunities (CHRO) concerning my complaint filed on March 28, 2023. After 262 days without proper accommodation or support, I received a letter dated December 15, 2023, acknowledging an administrative delay without providing a substantive resolution or accommodation.

As a brain injury survivor and the founder of ABI Resources, my ability to function effectively in both personal advocacy and professional capacity has been significantly compromised. The CHRO's lack of action is not merely unacceptable; it represents a systemic failure to uphold the legal mandates designed to protect individuals in my position.

The CHRO's inaction is demonstrative of:

Violation of the ADA's Mandate:

The inexplicable delay in processing my complaint directly violates the ADA's requirements for prompt resolution, thereby discriminating against me based on my disability.

Failure to Provide Accommodations:

The inadequate response in providing the accommodations to which I am legally entitled has critically hampered my ability to participate in legal proceedings and advocate effectively.

Erroneous documentation, including the misidentification of state officials, undermines the integrity and reliability of CHRO's records and processes.

Systemic Disregard:

The pattern of inaction suggests a systemic disregard for the rights of individuals with disabilities and whistleblowers such as myself, calling for an immediate and thorough examination.

Given these points, I am compelled to demand the following:

An External Audit: A comprehensive external audit of the CHRO's handling of my case, including a review of procedures and accommodations for individuals with disabilities and whistleblowers.

ADA Accommodations: Immediate provision of the accommodations to which I am entitled under federal and state law, ensuring my full and fair participation in the complaint process.

Public Formal Apology and Reparations: A formal public acknowledgment of the hardships imposed by the CHRO's negligence and a discussion of reparations for the

significant personal and professional toll it has taken on me as a person living with a brain injury advocating for myself, ABI resources and the Connecticut disabled community at large.

The gravity of these issues and their impact on my civil rights require urgent and decisive action. An affirmative response is expected promptly detailing the CHRO's corrective measures.

Call for Accountability and Action for Disability Discrimination and Communication Barriers

I must again express my profound concern and distress regarding the Connecticut Government's inaction and the barriers I face as a brain injury survivor. It is disheartening and unacceptable that the government, well aware of the cognitive challenges associated with brain injuries, has failed to provide the necessary support and accommodations required for fair and effective communication.

Brain injuries can lead to a myriad of cognitive difficulties, which I experience daily. These include, but are not limited to:

Memory Impairments: Difficulty in recalling information, which can lead to challenges in following through with complex procedures or remembering important dates and instructions.

Attention Deficits: Problems with concentration and being easily overwhelmed by excessive information or convoluted language, hindering the understanding of critical communications.

Executive Dysfunction: Trouble with planning, organizing, and executing tasks, which is exacerbated by the government's convoluted self-advocacy bureaucratic processes.

Language and Communication Issues: Difficulties in understanding or expressing

oneself, especially when faced with intricate legal jargon and lengthy documents.

Processing Speed Delays: Slowed cognitive processing, making it hard to keep up with time-sensitive matters and requiring additional time to understand and respond to information.

Fatigue: Increased cognitive fatigue from trying to navigate complex systems, which can lead to reduced capacity to engage with necessary processes effectively.

The government's lack of action not only overlooks these challenges but seems to exploit them by failing to provide clear, concise, and accessible communication. This approach effectively discriminates against individuals with disabilities like me by creating an environment where they cannot participate fully in their advocacy or seek justice on an equal footing.

The expectation is not just for reasonable accommodations but for proactive measures that ensure communications and processes are fair and accessible. I am urging the Connecticut Government to review its procedures and communication strategies to ensure they align with the principles of the Americans with Disabilities Act (ADA) and respect the rights and needs of brain injury survivors.

Immediate action is required to remedy this situation. The government must:

Implement clear and straightforward communication protocols.

Provide all information in accessible formats, with consideration for cognitive challenges.

Establish a direct and reliable point of contact for assistance in navigating government processes.

Ensure that all government employees interacting with the public are trained in disability awareness and ADA compliance.

The state's failure to act is not only a disservice to individuals with disabilities but a disregard for the values of inclusivity and accessibility. As a brain injury survivor, I implore the Connecticut Government to take immediate steps to correct these oversights and to foster an environment where all citizens are given the tools to participate fully in civic life.

I am requesting that the Connecticut government body protect and ensure my rights and the rights of people like me living with disabilities. Connecticut must take legal action to enforce and ensure compliance with the ADA and protect my rights as a disabled Connecticut brain injury survivor, and founder of ABI Resources in addition to protecting my rights as a whistleblower.

It is imperative that government entities respect and facilitate the participation of individuals like me in matters affecting our lives and businesses. I am committed to advocating for transparency and accountability, and the government's intervention is crucial in rectifying the current situation.

Thank you for your attention to this matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid ABI Waiver Program Support Provider.





State of Connecticut
COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES

Capitol Region Office ~ 450 Columbus Boulevard, Suite 2, Hartford, CT 06103

Promoting Equality and Justice for all People

December 15, 2023

Via email: aabiwr@live.com

David Medeiros
215 Mountain Street
Willimantic, CT 06226

RE: David Medeiros v. State of CT, Department of Social Services
CHRO No. 2410220
EEOC No. N/A

Dear Mr. Medeiros:

This letter confirms that your complaint, referenced above, has been filed with the Commission on March 28, 2023, but due to an administrative error the service was delayed, the Commission apologizes for any inconvenience this may have caused you.

The enclosed General Notice advises you of your rights, duties, and responsibilities. **Please read carefully the information contained in the notice.**

You have a duty to respond timely to any information or assistance requested and to cooperate with the Commission at all times. It is your sole duty and responsibility to notify the Commission of your whereabouts at all times throughout the pendency of this complaint. In the event that your address, telephone number, or email address changes, it is your duty to notify the Commission immediately in writing. **Parties are encouraged to submit all filings by email only without an additional hardcopy if possible. Emailed filings with Capitol Region Office should be emailed to CHRO.Capitol@ct.gov.**

Also, you have a duty to certify to the Commission that you have provided the Respondent with copies of all documents you file with the Commission. For your convenience and use, the enclosed Certification Form is made available.

If I can be of further assistance, please do not hesitate to contact me.

NO NAME

Commission on Human Rights and Opportunities
Capitol Region Office
450 Columbus Boulevard, Suite 2
Hartford, CT 06103
860-541-3456

Main (860) 566-7710 ~ Fax (860) 566-1997
www.ct.gov/chro - Toll Free in Connecticut (800) 477-8737
Affirmative Action/Equal Opportunity Employer



State of Connecticut
COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES

Capitol Region Office ~ 450 Columbus Boulevard, Suite 2, Hartford, CT 06103

Promoting Equality and Justice for all People

December 15, 2023

NOT THE COMMISSIONER

Via email: deidre.gifford@ct.gov

Diedre S. Gifford, MD, MPH
Commissioner
Department of Social Services
55 Farmington Avenue
Hartford, CT 06105

RE: David Medeiros v. State of CT, Department of Social Services
CHRO No. 2410220
EEOC No. N/A

Dear Commissioner Gifford:

A complaint, referenced above, has been filed with the Commission on March 28, 2023, but due to an administrative error the service was delayed, the Commission apologizes about any inconvenience this may have caused the Respondent. A copy of the complaint is attached.

The enclosed General Notice advises you of your rights, duties, and responsibilities. Please read carefully the information contained in the notice. The enclosed Notice Regarding Out of State Attorneys advises that all attorneys practicing before the Commission must be admitted to practice law in Connecticut and that it is the responsibility of all counsel to comply with Connecticut practice rules. Also enclosed is important information with respect to the no fault conciliation process. The Commission is available to assist you if you wish to pursue settlement of this complaint. If you wish to conciliate the complaint prior to providing an answer, you must notify the Commission within **10 days** of receipt of the enclosed complaint.

You must file an answer to the complaint under oath with the Commission within 30 days of receipt of this complaint unless pre-answer conciliation has been requested. If you fail to answer the complaint within this time, you may be defaulted by the Commission. Parties are encouraged to submit all filings by email only without an additional hardcopy if possible. You must email a scanned copy of your signed and notarized Answer to chro.capitol@ct.gov and dedra.morris@ct.gov.

Main (860) 566-7710 ~ Fax (860) 566-1997
www.ct.gov/chro - Toll Free in Connecticut (800) 477-8737
Affirmative Action/Equal Opportunity Employer

Comprehensive Grievance Report and Request for Clarity.

**Addressing Issues within the Connecticut Medicaid
Acquired Brain Injury (ABI) Waiver Program.**



Whistleblower Report Prepared by:

David Medeiros and ABI Resources LLC

Date: November 21, 2023

**ABI Resources LLC
39 Kings Hwy STE C
Gales Ferry, CT. 06226
860 942-0365**

Introduction

Title: Comprehensive Grievance Report and Request for Clarity / Whistleblower Report, ABI Resources LLC

Date: November 21, 2023

Prepared by: David Medeiros and ABI Resources LLC

Overview of ABI Resources LLC:

ABI Resources LLC, a dedicated service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program, is committed to delivering exceptional care to individuals with acquired brain injuries. Our mission is to ensure effective rehabilitation and community reintegration for our clients through specialized programs.

Purpose of the Document:

This report is a formal consolidation of grievances faced by ABI Resources LLC within the Connecticut Medicaid ABI Waiver Program. It aims to address these concerns with the relevant authorities, advocating for change and improvement.

Summary of Grievances

1. **Discriminatory Business Practices**: ABI Resources LLC has faced inequities in Medicaid referrals, experiencing marginalization and an unfair distribution of referrals.
2. **Service and Intervention Plans**: Concerns about non-receipt of essential service and intervention plans, impacting operational and financial integrity.
3. **Concealment of Public Information**: The Medicaid ABI Waiver Program Directory of Providers has been concealed, affecting the ability of individuals to make informed decisions and impacting ABI Resources.
4. **Unauthorized Care Management Services**: Issues regarding unauthorized provision of care management consultation services in ABI Waiver Program 1.
5. **Unethical Practices and Possible Kickback Schemes**: Concerns about conflicts of interest and unethical practices, including potential kickback arrangements.
6. **Rental Agreements in Medicaid ABI Waiver Program**: Issues regarding rental agreements that restrict consumer choice and freedom, creating a monopolistic environment.

Detailed Grievances and Concerns

Grievance 1: Discriminatory Unfair Business Practices

- Page 7
- **Overview:** ABI Resources LLC has faced significant challenges due to inequitable Medicaid referral processes. Specific instances include a noticeable decrease in referrals compared to other providers, suggesting a biased distribution that disadvantages our clients and organization.
- **Proposed Solutions:** We advocate for a transparent, equitable referral system, periodic audits of referral practices, and a review of policies to ensure fair treatment of all service providers in the ABI Waiver Program.

Grievance 2: Service and Intervention Plans

- **Overview:** There have been instances where ABI Resources LLC did not receive essential service and intervention plans on time. This lack of timely information compromises our ability to provide effective care and maintain financial integrity.
- **Proposed Solutions:** Implementation of a streamlined, reliable process for the timely delivery of service and intervention plans, and clear communication channels between providers and program administrators.

Grievance 3: Concealment of Public Information

- **Overview:** The Medicaid ABI Waiver Program Directory of Providers has not been made adequately available, limiting the ability of individuals to make informed choices and affecting our visibility in the program.

- **Proposed Solutions:** Ensure the directory is publicly accessible, regularly updated, and transparent, allowing clients to make informed choices about their care providers.

Grievance 4: Unauthorized Care Management Services

- **Overview:** Concerns about unauthorized provision of care management consultation services in ABI Waiver Program 1, which may contravene established protocols.
- **Proposed Solutions:** Investigate and rectify instances of unauthorized services, and reinforce compliance with program guidelines and standards.

Grievance 5: Unethical Practices and Possible Kickback Schemes

- **Overview:** Alarming indications of conflicts of interest and unethical practices within the program, including potential kickback arrangements, have been observed.
- **Proposed Solutions:** Conduct a thorough investigation into these practices, establish stricter oversight mechanisms, and enforce ethical standards across the program.

Grievance 6: Rental Agreements in Medicaid ABI Waiver Program

- **Overview:** The current structure of rental agreements within the program restricts consumer choice and freedom, creating a monopolistic environment detrimental to clients and providers.
- **Proposed Solutions:** Review and revise rental agreement policies to promote fair competition and consumer choice, ensuring transparency and ethical practice in housing arrangements.

Call to Action and Recommendations

Immediate Actions Required

1. **Review of Referral Processes:** An immediate audit and review of the referral processes within the Connecticut Medicaid ABI Waiver Program to ensure fairness and transparency.
2. **Timely Delivery of Service Plans:** Establish protocols to guarantee the timely delivery of service and intervention plans to all providers.
3. **Accessibility of Provider Directory:** Immediate action to make the ABI Waiver Program's Provider Directory fully accessible and transparent to clients and providers.

Long-term Systemic Recommendations

1. **Policy Overhaul:** A comprehensive review and overhaul of policies governing referral processes, service plan distributions, and care management services.
2. **Enhanced Oversight and Accountability:** Implementing stricter oversight mechanisms and accountability measures to prevent unethical practices and potential conflicts of interest.
3. **Consumer Choice in Rental Agreements:** Reforming rental agreement policies to promote fair competition, consumer choice, and transparency within the program.

These actions and reforms are vital for maintaining the integrity of the Connecticut Medicaid ABI Waiver Program and ensuring equitable treatment and high-quality care for all clients.

Conclusion

This report, prepared by David Medeiros and ABI Resources LLC, comprehensively outlines several critical grievances faced within the Connecticut Medicaid ABI Waiver Program. These issues, ranging from discriminatory business practices to the concealment of public information, unauthorized services, and potential unethical practices, significantly impact the quality of care provided to individuals with acquired brain injuries and the operational integrity of service providers like ABI Resources LLC.

The call for action is clear and urgent. Immediate steps, as outlined in this report, are necessary to address these grievances, followed by a commitment to long-term systemic improvements. Only through transparent, fair, and ethical practices can the program truly fulfill its mission of supporting and rehabilitating individuals with acquired brain injuries.

We urge the responsible authorities to consider these grievances seriously and take prompt, effective action. The wellbeing of many individuals and the effectiveness of the ABI Waiver Program depend on these crucial improvements.



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10/31/2023

Subject: Formal Grievance Concerning Discriminatory Unfair Business Practices within the Connecticut Medicaid ABI Waiver Program

To: All pertinent departments within the state of Connecticut,

I trust this correspondence reaches you in excellent health and high spirits. My name is David Medeiros, and I am addressing you in my capacity as a concerned business owner, resident, and individual with a disability residing in the state of Connecticut. I have the honor of leading ABI Resources, a distinguished service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.

I find myself compelled to highlight and formally complain about a series of blatant and persistent inequities pertaining to discriminatory business practices occurring under the aegis of the aforementioned program. Despite my multiple, concerted efforts to engage in constructive dialogue with the Connecticut Department of Social Services, addressing these grave concerns has been met with a disconcerting lack of engagement and rectification. This situation has had a deleterious impact not only on the operations of ABI Resources but also on the well-being and quality of service accessible to the disabled individuals we are committed to serving.

Key Concerns and Grievances:

a) **Medicaid Referrals:**

b) **Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency**

a) **Medicaid Referrals:**

There is a prevailing lack of transparency and an apparent bias in the Medicaid referral processes within the ABI Waiver Program. ABI Resources, despite an unwavering commitment to excellence in service delivery, has been unfairly marginalized, resulting in an unequal and unjust distribution of referrals.

Addressing issues of transparency, bias, and unfair marginalization in Medicaid referrals, particularly within the Acquired Brain Injury (ABI) Waiver Program, is crucial to ensuring equitable access to quality healthcare services for all eligible individuals. ABI Resources and similar service providers play a vital role in supporting individuals with acquired brain injuries, and it is essential that they are treated fairly in the referral process to continue their commitment to excellence in service delivery.

Potential Steps to Address the Issue:

Increase Transparency:

Implement a transparent referral process where criteria for referrals are clearly defined and made publicly available.

Establish a monitoring system to track and publish referral data, including the number of referrals made to each service provider and the reasons for referral decisions.

Conduct an Independent Audit:

Hire an independent entity to conduct a thorough review of the Medicaid referral processes within the ABI Waiver Program to identify any biases or unfair practices.

The audit should also evaluate the performance and quality of services provided by ABI Resources and other service providers to ensure that referrals are based on merit and the ability to meet the needs of individuals with acquired brain injuries.

Implement a Fair and Equitable Referral System:

Develop a standardized and objective referral system that ensures all service providers are evaluated based on the same criteria.

Consider incorporating a randomized component to the referral process to prevent bias and ensure a fair distribution of referrals.

Engage Stakeholders:

Create a platform for open dialogue between Medicaid officials, service providers, individuals with acquired brain injuries, and their families to discuss concerns related to the referral process.

Use feedback from stakeholders to continuously improve the referral system and address any emerging issues.

Provide Training and Education:

Offer training to Medicaid officials and other stakeholders involved in the referral process to raise awareness about potential biases and the importance of a fair and equitable system.

Educate service providers about the referral process, criteria for referrals, and steps they can take if they believe they have been treated unfairly.

Establish a Complaint and Appeal Process:

Create a clear and accessible complaint and appeal process for service providers who believe they have been unfairly marginalized in the referral process.

Ensure that complaints are thoroughly investigated and that corrective action is taken when warranted.

Promote Accountability:

Hold Medicaid officials and other stakeholders accountable for ensuring a fair and transparent referral process.

Implement consequences for individuals or entities found to be engaging in biased or unfair practices.

Regularly Review and Update Policies:

Conduct regular reviews of referral policies and procedures to ensure they remain up-to-date, fair, and transparent.

Update policies as needed to address any identified issues and to adapt to changing needs and circumstances.

Addressing the issues of transparency, bias, and unfair marginalization in Medicaid referrals within the ABI Waiver Program is essential to ensuring that all eligible individuals have equal access to high-quality services. It is imperative that service providers like ABI Resources are treated fairly and equitably in the referral process to uphold the integrity of the healthcare system and to foster trust among all stakeholders. Implementing the above steps could contribute significantly to creating a more transparent, fair, and equitable referral system, ultimately benefiting individuals with acquired brain injuries and the service providers dedicated to supporting them.

b) Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency

Provider: A Medicaid service agency provider is offering financial incentives to consumers, leading to an imbalance in the competitive landscape. This kind of practice can indeed raise serious ethical, legal, and fairness concerns.

Ethical Concerns:

Conflicts of Interest: Financial incentives could create a conflict of interest, where the provider's financial gain takes precedence over the best interests of the consumer.

Bias and Unfairness: It could lead to bias in referrals, favoring certain providers over others irrespective of the quality of services they offer.

Erosion of Trust: Such practices can erode trust in the Medicaid system and healthcare providers, as consumers may question the motives behind the services they are being referred to.

Legal Concerns:

Violation of Anti-Kickback Statutes: Providing inducements to influence the referral of services covered by Medicaid can violate anti-kickback statutes, potentially leading to legal actions and penalties.

False Claims Act Violations: If such inducements lead to fraudulent billing or claims, it could result in violations of the False Claims Act.

Non-Compliance with Medicaid Regulations: Medicaid has strict guidelines and regulations to ensure fairness and prevent fraud, and engaging in such practices can result in non-compliance and potential debarment from the program.

Lack of Responsiveness to Complaints and Reports: Our persistent complaints and reports, meticulously documenting these issues, have been met with apathy. There is an alarming deficit in the investigation, redressal, and accountability mechanisms within the system.

Adverse Impacts on ABI Resources:

Financial Duress: The discriminatory practices and referral shortages have placed ABI Resources under significant financial duress, compromising our ability to maintain operational viability and deliver superior services to our clients.

Reputational Harm: The state's nonintervention and perceived partiality have led to an erosion of our reputation. This has resulted in ABI Resources being unjustly perceived as a less favorable service provider, regardless of our commitment to quality and excellence.

Demoralization of Workforce: The protracted nature of these issues has led to a pervasive sense of demoralization among our staff and stakeholders, adversely impacting the morale and efficacy of our organizational operations.

Addressing the Issue:

Regulatory Oversight: There should be strict oversight and monitoring by regulatory bodies to ensure that all Medicaid service agency providers are complying with laws and regulations.

Transparency: Increasing transparency in the referral process can help in ensuring that referrals are made based on the quality of services rather than financial incentives.

Whistleblower Protections: Encouraging whistleblowing and providing protections for whistleblowers can help in uncovering and addressing such unethical practices.

Penalties and Sanctions: Implementing strict penalties and sanctions for those found guilty of engaging in such practices can act as a deterrent.

Public Awareness: Educating consumers about the potential for such conflicts of interest and providing them with information on how to report suspicious activities can empower them to make informed decisions.

Addressing this issue is crucial for maintaining the integrity of the Medicaid program, ensuring that consumers receive the best possible care, and fostering a competitive and fair marketplace for healthcare services.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a

comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member





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11/13/2023

Subject: Formal Grievance Complaint Concerning Connecticut Medicaid ABI Waiver Program Service and Intervention Plans.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources, a dedicated provider of essential services to individuals with acquired brain injuries (ABI). This letter serves to formally raise a grievance and file a complaint concerning the serious issue of not receiving Medicaid Acquired Brain Injury (ABI) Waiver Program service and intervention plans from consumer-assigned care management consultants. This situation has gravely impacted the operational and financial integrity of ABI Resources.

As per the stipulations of the ABI Waiver Program, a "Service Plan" is an essential document that outlines the necessary medical and community-based services enabling individuals to live outside institutional settings. The provision of individualized service plans include measurable goals, objectives, and documentation of total service costs.

Additionally, "Intervention Plans," developed by cognitive behaviorists, are crucial in identifying and managing treatment goals and interventions for our

clients. However, despite our repeated efforts and adherence to the required protocols, we have not received these vital documents from care management. The lack of these plans has led to significant operational and financial difficulties for ABI Resources.

Sec. 17b-260a-6. Person-centered planning process (a) The service plan shall be developed based on a person-centered planning model, as described in 42 CFR 441.301(c), as amended from time to time. The individual shall lead the planning process where possible, and in accordance with section 17b-260a-11(a) of the Regulations of Connecticut State Agencies.

6) Prohibit providers of waiver services for the individual, or those who have an interest in or are employed by a provider of waiver services for the individual, from providing care management or participating in the development of the person-centered service plan;

Key Concerns and Grievances:

Non-Receipt of Essential Documents: Despite adherence to protocol, ABI Resources has not received the mandated individualized service and intervention plans, which include measurable goals and objectives for the consumers we serve. Furthermore, the necessary intervention plans developed by cognitive behaviorists, which outline treatment goals and interventions, have also not been provided by care management.

Concerns: Impact on Daily Support Staff and Program Consumers

In addition to the aforementioned issues, the absence of these critical Medicaid ABI Waiver Program plans has significantly affected our daily support staff and, consequently, the consumers of the program.

Impact on Daily Support Staff:

Lack of Clear Direction: Without structured plans, staff members struggle to provide focused and effective services, as they lack clear guidelines and objectives.

Increased Workload and Stress: The ambiguity surrounding treatment goals and methods has led to an increased workload and heightened stress levels among staff, impacting their well-being and job satisfaction.

Professional Inefficiency: Staff are unable to utilize their skills and training effectively, leading to professional dissatisfaction.

Difficulty in Tracking Progress: The absence of measurable goals makes it challenging for staff to track and report on client progress accurately.

Risk of Non-Compliance: Without proper guidelines, there is an increased risk of non-compliance with regulatory standards, potentially leading to legal and ethical issues.

Reduced Team Morale: The overall uncertainty and increased challenges have adversely affected team morale and cohesion.

Impact on Consumers of the Program:

Inconsistent Service Quality: Consumers face variability in the quality of care received, as staff members lack consistent plans to guide their services.

Slowed Progress: The absence of structured goals and interventions can slow down or hinder the progress and rehabilitation of consumers.

Reduced Confidence in Services: Consumers and their families may lose confidence in the quality and effectiveness of the services provided.

Increased Vulnerability: Consumers, particularly those with severe conditions, become more vulnerable due to the lack of tailored, goal-oriented care.

Potential for Unmet Needs: Without specific plans, some needs of consumers may remain unidentified and unaddressed, leading to gaps in care.

Emotional and Psychological Impact: The inconsistency and uncertainty in care can have adverse emotional and psychological effects on consumers.

These challenges not only make the daily responsibilities of our care providers more arduous but also critically undermine the quality of care and support we can offer to our consumers. It is imperative that these issues be addressed immediately to ensure the well-being of both our staff and the consumers who rely on our services.

Adverse Impacts on ABI Resources:

The cumulative effect of these issues has placed ABI Resources in a precarious financial and operational position.

Financial Losses: The absence of these critical documents has led to substantial financial losses, severely hampering our ability to function effectively.

Staffing Challenges: The lack of structured plans has created many challenges for our service providers and as a result, we have faced significant staffing issues, including layoffs and the challenges to maintain essential personnel.

Client Impact: Our capacity to offer consistent and high-quality services has been compromised, leading to a loss of clients and a tarnishing of our reputation.

Administrative Burden: The lack of structured plans has resulted in an increased administrative load, as we strive to manage without proper guidance.

Overall Business Impact: These compounded issues threaten the viability of ABI Resources and our mission to serve those in need.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The

equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
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11/15/2023

Subject: Formal Grievance and Complaint Regarding the Concealment of Public Information: Medicaid ABI Waiver Program Directory of Providers.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources to express our formal grievance and file a complaint regarding the handling of the Medicaid Acquired Brain Injury (ABI) Waiver Program by the Connecticut Department of Social Services (DSS). Specifically, our complaint centers on the apparent concealment of the Medicaid ABI Waiver Program Directory of Providers, a critical public resource.

Key Concerns and Grievances:

- a) Denial of Public Access to Information: The DSS managed Medicaid ABI Waiver Program Directory of Providers is public information, rightfully accessible to all. Its concealment not only violates the principles of transparency and public service but also directly impacts those in dire need of these services.
- b) Inaccessibility to Vulnerable Populations: The absence of accessible information severely restricts the ability of individuals with acquired brain



injuries, their families, and caregivers to make informed decisions regarding care and support. This lack of access is particularly detrimental, given the complex needs of this population.

- c) Increased Risk and Exploitation: Without knowledge of accredited and reputable providers, vulnerable individuals are at a heightened risk of exploitation and subpar services, which can lead to adverse health outcomes.
- d) Unnecessary Strain on Families and Caregivers: Families and caregivers, already burdened with care responsibilities, face additional challenges in finding appropriate services, contributing to increased stress and potential caregiving errors.
- e) Financial and Operational Impact on ABI Resources: As a provider, ABI Resources has suffered considerable financial losses due to decreased client engagement and an increased administrative burden. This situation stems directly from the unavailability of the provider directory, which hinders our ability to efficiently connect with potential clients.
- f) Administrative Burdens and Resource Diversion: The lack of a central, accessible directory has led to an excessive administrative load, diverting critical resources from our core mission of providing care.

Proposed Solutions and Steps to Address the Issue:

- 1) Immediate Disclosure and Accessibility: We request the immediate release of the Medicaid ABI Waiver Program Directory of Providers, ensuring it

is readily accessible to all stakeholders, particularly the public and vulnerable populations.

- 2) Commitment to Transparency: The DSS should commit to ongoing transparency in all aspects of the ABI Waiver Program, including regular updates and easy access to all program-related information.
- 3) Constructive Dialogue and Rectification: ABI Resources seeks to engage in a constructive dialogue with the DSS to discuss the implications of this concealment and explore potential avenues for rectifying the financial and operational impacts.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

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Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

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11/16/2023

Subject: Formal Complaint and Request for Immediate Clarification on
Unauthorized Care Management Consultation Services in ABI Waiver Program 1.

To: All pertinent departments within the state of Connecticut,

Connecticut Department of Social Services and Relevant Oversight Bodies

I am writing on behalf of ABI Resources to express grave concerns and urgently seek detailed clarification on practices we have observed within the Medicaid Acquired Brain Injury (ABI) Waiver Program, particularly in ABI Waiver Program 1. Our complaint specifically focuses on what appears to be an unauthorized provision of care management consultation services in Program 1, a practice traditionally and explicitly designated for Program 2 under existing guidelines. This letter outlines our observations, the potential negative impacts on our business operations and our consumers, and our urgent requests for resolution

Key concerns and grievances:

1. Unauthorized Consultation Services: The core of our concern lies in the apparent provision of care management consultation services to consumers in ABI Waiver Program 1. This practice is not authorized under the current program guidelines and represents a significant breach of protocol,

raising serious concerns about compliance and oversight within the program.

2. Lack of Clarity and Transparency in Program Administration: The sudden and unexplained introduction of these services in Program 1 has created an atmosphere of confusion and uncertainty. We seek immediate and detailed clarification from the Department on whether there have been any recent changes to the scope or administration of ABI Waiver Program 1 that would authorize such services.
3. Improper Recommendations for Program Transitions: Additionally, we have noted instances where care managers are inappropriately advising Program 1 consumers to transition to Program 2. This advice, given without proper authority or assessment, potentially disrupts the tailored care plans crucial for the recovery of individuals with acquired brain injuries.

In-Depth Analysis of Impact on ABI Resources and Consumers:

1. Operational and Strategic Challenges: The introduction of potentially unauthorized services has disrupted our strategic planning and operational execution. It has forced us to reevaluate our service delivery models and resource allocation, potentially leading to inefficiencies and diminished care quality.
2. Risk to Consumer Trust and Quality of Care: The ambiguity surrounding these services risks damaging the trust that consumers and their families have in the system. It raises concerns about the appropriateness of care

provided, which is essential for effective recovery and rehabilitation in ABI cases.

3. Market Imbalance and Competitive Disadvantage: This situation creates an unfair market environment. Providers adhering to the guidelines may be at a disadvantage compared to those who are offering these additional, potentially unauthorized services. This not only affects our competitive position but also skews the overall market dynamics in ABI care services.

Specific Requests for Resolution and Enhanced Transparency:

1. Comprehensive Investigation and Clear Communication: We request an immediate, comprehensive investigation into the provision of care management consultation services in ABI Waiver Program 1, accompanied by clear communication on any policy adjustments.
2. Immediate Enforcement of Compliance: We urge the prompt enforcement of existing program guidelines and the cessation of any unauthorized practices.
3. Proactive Support and Guidance for All Stakeholders: We advocate for the development of support and guidance initiatives for both service providers and consumers to navigate these changes effectively, ensuring everyone is fully informed about their rights and the services available.
4. Corrective Measures for Non-Compliance: Implementation of corrective actions, including disciplinary measures, against entities found in violation of program rules, to maintain the integrity and effectiveness of the program.

Conclusion:

ABI Resources is deeply committed to providing high-quality care within the ABI Waiver Program framework. The current situation, marked by potential unauthorized practices, poses significant challenges to our operations and the well-being of our consumers. We trust that the Connecticut Department of Social Services and relevant oversight bodies will address these issues with the urgency and thoroughness they demand, ensuring the program's integrity and efficacy. We look forward to a swift, detailed, and transparent response to this critical issue.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

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We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

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Best regards,
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11/16/2023

Subject: Formal Complaint Regarding Unethical Practices and Possible Kickback Schemes in ABI Waiver Program.

To: All pertinent departments within the state of Connecticut,

I am David Medeiros from ABI Resources, and I present this document to voice our serious concerns about certain activities within the Medicaid Acquired Brain Injury (ABI) Waiver program. These activities, which appear to breach ethical standards and potentially violate Medicaid regulations, require immediate scrutiny and action.

Examination of the ABI Waiver Program's Framework:

The ABI Waiver Program, established under sections 17b-260a-1 to 17b-260a-17 of the Connecticut State Agencies regulations, is designed to offer nonmedical, home, and community-based services to eligible individuals with an ABI. This program emphasizes the need for cost-effective services, personalized care, and adherence to strict qualifications for providers, ensuring that the services provided meet the highest ethical and professional standards.



Conflicts Arising from Service Provision:

Dual Service Conflict:

In the context of the ABI Waiver Program, a significant conflict has emerged due to an agency providing both Clinical Behavioral Therapy (CBT) and daily non-medical services to the same group of consumers. This situation raises several concerns:

Therapeutic Recommendations Overlapping with Financial Interests:

There is an apparent alignment of therapeutic recommendations with the agency's financial interests. The agency uses the platform of CBT sessions to recommend additional non-medical services that it also provides. This practice suggests a dual benefit for the agency, where it gains financially from both therapy sessions and the subsequent non-medical services.

Influence on Consumer Choice:

The dual role of the agency potentially influences consumer choice, where therapeutic sessions, which should be neutral and solely in the interest of the Consumer's health, may be used to steer consumers towards additional services provided by the same agency. This situation can lead to biased recommendations that may not always be in the best interest of the consumer.

Cycle of Service Provision and Financial Gain:

There is a creation of a cycle wherein the agency, through its provision of CBT, identifies or creates a need for additional services, fulfills these needs through its non-medical services arm, and consequently benefits financially. This cycle raises questions about the objectivity of the service recommendations and the potential for unnecessary or excessive services being provided.

Potential for Overutilization of Services:

This overlap in services could lead to overutilization, where consumers receive more services than are necessary, leading to increased costs for the Medicaid program.

Ethical Implications:

The practice blurs the lines between therapeutic need and financial gain, potentially compromising the ethical standards expected in healthcare and social service provision.

These concerns necessitate a thorough examination to ensure that services provided under the ABI Waiver Program are free from conflicts of interest, maintain the highest ethical standards, and truly serve the best interests of the consumers.

Manipulative Consumer Steering and Personnel Poaching:

Directing Consumer Choices:

The conduct of the agency's Clinical Behavioral Therapy (CBT) providers has raised significant concerns regarding the manipulation of Consumer choices. This issue manifests in several ways:

Targeted Referrals:

CBT providers are reportedly channeling consumers towards the agency's own non-medical services. This practice goes beyond the realm of impartial medical advice, as it systematically directs consumers to services that benefit the agency financially, rather than based on the unbiased assessment of Consumer needs.

Influence on Consumer Decision-Making:

This approach potentially undermines the autonomy of consumers in making informed decisions about their care. By directing consumers towards specific services, there's a risk that consumers are being provided a narrowed view of available options, influenced more by the agency's financial interests than by Consumer welfare.

Questionable Ethical Practices:

The behavior of these CBT providers raises ethical questions, particularly regarding the integrity of their recommendations. It potentially violates the principle of acting in the best interests of the Consumer, a cornerstone of healthcare and therapeutic professions.

Unfair Competitive Tactics:

The agency's practices extend beyond Consumer manipulation, affecting the broader operational dynamics within the industry:

Staff Poaching:

Reports indicate that the agency has engaged in poaching staff from other providers. This action not only disrupts the operations of other agencies but also indicates a strategic approach to weaken competition and consolidate the agency's position in the market.

Disruption of Industry Standards:

Such tactics contribute to an uneven playing field, where ethical providers adhering to fair hiring practices are disadvantaged. This behavior can lead to a destabilization of the market, with one agency gaining undue advantage and influence.

Impact on Service Quality:

The poaching of staff may lead to a shortage of skilled professionals in other agencies, potentially affecting the quality of care and services provided to consumers across the industry.

These practices of manipulative Consumer steering and personnel poaching call for an in-depth review to ensure that the ABI Waiver Program operates in a fair, ethical, and competitive environment, where Consumer welfare and industry standards are upheld.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, Clinical Behavioral Therapy (CBT) professionals, and care management consultants reveal possible mechanisms of kickback arrangements. This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where CBT professionals and care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that CBT professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the

integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing and service utilization, where Consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.

The existence of these indicators necessitates a thorough investigation to ascertain the presence of kickback arrangements and to evaluate their impact on the Medicaid program's ethical standards and financial integrity. It is imperative to ensure that all practices within the ABI Waiver Program align with legal and ethical guidelines, safeguarding the program's integrity and the wellbeing of its beneficiaries.

Impact on ABI Resources:

Revenue Reduction

Consumer Diversion Impact:

ABI Resources has experienced a significant downturn in revenue, which can be directly attributed to the diversion of consumers towards the agency in question. This diversion likely results from the alleged unethical steering and manipulative practices, leading to a reduced Consumer base for ABI Resources.

Financial Viability Threatened:

The reduction in revenue poses a threat to the financial viability and sustainability of ABI Resources, impacting our ability to provide quality care and services to our consumers.

Operational Cost Surge:

Increased Marketing Expenditures: In an effort to counteract the loss of consumers and to rebuild our Consumer base, ABI Resources has had to significantly increase our investment in marketing. These additional expenses are necessary to communicate our commitment to ethical practices and quality care to the community.

Legal and Consultation Fees:

Addressing these unethical practices and exploring legal avenues for recourse has led to increased spending on legal consultations and related services. These expenditures are essential for navigating the complexities of the situation and seeking justice, but they also divert resources from other operational areas.

Consumer Relationship Erosion:

Loss of Trust and Business: The most profound impact has been on our established Consumer relationships. The manipulative practices of the agency in question have led to a loss of trust among our consumers, as they are steered away from ABI Resources. This erosion of trust is deeply concerning, as it undermines the long-standing relationships we have built based on care, integrity, and ethical service provision.

Reputation Damage:

The wider implications of these practices in the industry have led to a tarnished reputation, not just for the agency in question, but for service providers in general, including ABI Resources. Restoring our reputation in the wake of these events is a significant challenge, requiring substantial effort and resources.

The cumulative effect of these impacts on ABI Resources is profound, affecting not just our financial stability but also our reputation and, most importantly, our ability to serve our consumers effectively. It is imperative that these issues are addressed comprehensively to restore the integrity of service provision within the ABI Waiver Program and to protect agencies like ours that are committed to ethical practices.

Formal Requests Thorough Examination and Compliance Review:

Comprehensive Investigation:

We formally request a complete and thorough examination of the outlined practices. This investigation should encompass all entities involved, including the service provider, CBT professionals, and care management consultants.

Medicaid Compliance Review:

A detailed review of Medicaid compliance is crucial to determine if these practices violate Medicaid regulations and standards.

Application of Corrective and Disciplinary Measures:

Immediate Corrective Action: Upon confirmation of these practices, we strongly advocate for swift implementation of corrective measures to address and rectify the identified issues.

Disciplinary Proceedings:

We also call for appropriate disciplinary actions against any parties found to be complicit in these unethical practices, in accordance with legal and regulatory guidelines.

Review and Revision of Policies and Oversight:

Policy Overhaul:

A comprehensive review and subsequent revision of existing policies within the ABI Waiver Program is necessary. This review should focus on closing loopholes that allow for such unethical practices and ensuring robust safeguards against future violations.

Enhanced Oversight Mechanisms:

We propose the establishment or enhancement of oversight mechanisms within the ABI Waiver Program to ensure ongoing compliance with ethical and legal standards.

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member



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>

11/20/2023

Subject Complaint and Request for Clarity Regarding Rental Agreements in the Medicaid ABI Waiver Program 1 and 2.

To: All pertinent departments within the state of Connecticut,

As a stakeholder in the Medicaid Acquired Brain Injury (ABI) Waiver Program, we, David Medeiros and ABI Resources, wish to raise a serious concern and request clarity regarding a critical issue impacting consumers and service providers within the program.

Key Grievance and Request:

We have observed a growing trend where consumers of the ABI Waiver Program are being locked into rental agreements with agency service providers or their business partners. These arrangements appear to significantly restrict consumer choice and freedom, creating a monopolistic environment detrimental to both consumers and independent service providers like ABI Resources.

Concerns:

Restricted Consumer Choice: Consumers are often coerced into staying with a particular agency due to fears of losing their housing, and belongings, or causing



inconvenience to roommates. This undermines the fundamental principle of consumer choice and control in the ABI Waiver Program.

Fear of Repercussions:

Many consumers feel trapped, unable to voice concerns about neglect or abuse due to the fear of losing their housing or facing other retaliatory actions.

Isolation from Advocacy and Assistance:

These rental agreements may isolate consumers from external resources and advocacy groups, further reducing their ability to seek help or change service providers.

Monopolistic Practices:

Such arrangements foster a monopolistic marketplace, hindering the ability of independent providers like ABI Resources to compete fairly and offer services to consumers.

Financial Concerns:

These rental agreements often involve dual payments - for waiver program services and rent - potentially leading to financial improprieties, especially when both payments are sourced from state or federal funding.

Request for Action:

Investigation into Legal and Ethical Violations:

We request a thorough investigation into these practices for potential violations of consumer rights, anti-trust laws, and Medicaid regulations.

Transparency and Regulatory Oversight:

There is a need for greater transparency and oversight in how rental agreements are managed within the ABI Waiver Program to ensure they do not conflict with program objectives or consumer rights.

Guidance and Policy Review:

We seek clear guidance on acceptable practices regarding rental agreements and the integration of housing with service provision.

Support for Affected Service Providers:

We request consideration of the adverse impact these practices have on service providers like ABI Resources, who strive to offer competitive and consumer-focused services.

Your prompt attention to this matter is crucial for maintaining the integrity of the ABI Waiver Program and the well-being of its consumers.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, and care management consultants reveal possible mechanisms of kickback arrangements.

This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing, service utilization, and rental arrangements where consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.

The existence of these indicators necessitates a thorough investigation to ascertain the presence of kickback arrangements and to evaluate their impact on the Medicaid program's ethical standards and financial integrity. It is imperative to ensure that all practices within the ABI Waiver Program align with legal and ethical guidelines, safeguarding the program's integrity and the wellbeing of its beneficiaries.

Impact on ABI Resources:

Revenue Reduction

Consumer Diversion Impact:

ABI Resources has experienced a significant downturn in revenue, which can be directly attributed to the diversion of consumers towards the agencies in question. This diversion likely results from the alleged unethical steering and manipulative practices, leading to a reduced Consumer base for ABI Resources.

Financial Viability Threatened:

The reduction in revenue poses a threat to the financial viability and sustainability of ABI Resources, impacting our ability to provide quality care and services to our consumers.

Operational Cost Surge:

Increased Marketing Expenditures:

In an effort to counteract the loss of consumers and to rebuild our Consumer base, ABI Resources has had to significantly increase our investment in

marketing. These additional expenses are necessary to communicate our commitment to ethical practices and quality care to the community.

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ABI Waiver Program and to protect agencies like ours that are committed to ethical practices.

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Comprehensive Investigation:

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Policy Overhaul:

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Enhanced Oversight Mechanisms:

We propose the establishment or enhancement of oversight mechanisms within the ABI Waiver Program to ensure ongoing compliance with ethical and legal standards.

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

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Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

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have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

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Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member





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<https://www.CTbrainINJURY.com>

Date: 01.02.2024

Subject: Freedom of Information Act Request – Expedited Processing Requested

Request for Information under the Freedom of Information Act – Michael Slitt's
michael.slitt@ct.gov

Dear FOIA Officer,

I am submitting this request under the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq., to obtain records pertaining to Michael Slitt's role and activities within the Connecticut Medicaid Acquired Brain Injury Waiver Program, David Medeiros and ABI Resources. This request is made with the utmost seriousness and urgency to obtain comprehensive records concerning Michael Slitt's involvement in the Connecticut Medicaid Acquired Brain Injury Waiver Program, and any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation. I am writing to submit a request under the Connecticut Freedom of Information Act, and Conn. Gen. Stat. § 1-200 et seq. As a brain injury survivor, stroke survivor, and founder of ABI Resources, a company providing disability support services.

Expedited Processing Request:

The nature of this request is critical due to its direct connection with the legal case (David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220) and the Whistleblower Comprehensive Grievance reports concerning the ABI Waiver Program. Given these circumstances, I am requesting expedited processing.

Specific Information Requested:

To gain a thorough understanding of Mr. Slitt's involvement in the program, I request the following:

All legal cases, including lawsuits or administrative proceedings, relating to civil rights violations, disability discrimination, or whistleblower retaliation within these programs.

Complete records detailing Mr. Slitt's employment, roles, and responsibilities within the ABI Waiver Program as well as CHRO civil rights.

All written communications, including emails and memos, involving Ms. Slitt related to the program's operations.

Records of meetings, including minutes and notes, with Mr. Slitt's participation, pertinent to the program.

Reports, audits, or evaluations involving Mr. Slitt in the context of the program.

Records of Reports of any complaints, lawsuits, or grievances pertaining to civil rights or whistleblower retaliation.

From the first date of employment to the present day.

All grievances, complaints, whistleblower complaints, and retaliation complaints.

This request seeks access to records pertaining to all grievances, complaints, whistleblower complaints, and retaliation complaints. This includes any legal cases, lawsuits, or administrative proceedings related to civil rights violations, disability discrimination, or whistleblower retaliation within Connecticut's various state-managed programs

The records are critical for understanding the dynamics of interactions within these programs, especially in the context of civil disability rights and whistleblower protections. They are pivotal for informed advocacy and ensuring compliance with legal and ethical standards in these vital areas.

I specifically refer to the case of David Medeiros v. State of CT Department of Social Services (CHRO No. 2410220), in which I am directly involved. This case underlines the urgent need for transparency and accountability within state-managed disability support programs. Given the direct connection of this request to the following

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by: David Medeiros and ABI Resources LLC Date: November 21, 2023 ABI Resources LLC 39 Kings Hwy STE C Gales Ferry, CT. 06226 860 942-0365
- 12.23.2023 Letter - Governor Ned Lamont: Addressing Systemic Failure in ADA Compliance and Disability Discrimination in Connecticut – A Call to Action Against Whistleblower Retaliation and the Failure of CT DSS and CHRO to Uphold Disability Rights.

Given my personal circumstances as a brain injury and stroke survivor, timely access to these records is not just a legal right but a necessity. The nature of my disabilities sometimes imposes barriers to effective self-advocacy and communication. Prompt access to these records is crucial for my ability to manage and respond to the challenges posed by my disabilities.

Under the FOIA, there is a provision for expedited processing when the requester demonstrates a compelling need. While there may not be an immediate physical threat in my case, the lack of timely information significantly impairs my rights and advocacy efforts, essential for my wellbeing and that of others relying on my support and expertise.

Therefore, I request that my FOIA application be processed on an expedited basis, recognizing these factors. Your prompt attention to this request would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

Should any part of my request be denied, I ask for a justification for all deletions by reference to specific exemptions of the Act and expect the release of all segregable portions of otherwise exempt material. I reserve the right to appeal any decision to withhold information or deny a waiver of fees.

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections pertaining to these state-managed programs.

- Acquired Brain Injury (ABI) Program
- Alzheimer's Respite Care Program
- Autism Spectrum Disorder - ASD
- Birth to Three
- Board of Education and Services for the Blind
- Care4Kids
- Certified Community Behavioral Health Clinics
- Child Support
- CHOICES - CT's State Health Insurance Assistance Program for Medicare Beneficiaries

- Commodity Supplemental Food Program
- Community First Choice
- Community Options
- Connect-Ability
- Connecticut AIDS Drug Assistance Program (CADAP)
- Connecticut Behavioral Health Partnership - CTBHP
- Connecticut Energy Assistance Program
- Connecticut Home Care Program For Elders
- Connecticut Housing Engagement and Support Services (CHESS) Initiative
- Connecticut Integrated Care for Kids
- Connecticut Supplemental Nutrition Assistance Program Education (SNAP-Ed)
- CT Medicaid Enterprise Technology System (CT METS)
- Deaf and Hard of Hearing Services
- Department of Rehabilitation Services
- Disability Services
- Durable Medical Equipment
- Economic Security - Financial Assistance
- Elderly Simplified Application Project (ESAP)
- Electronic Visit Verification
- Fatherhood Initiative of CT
- Grandparents As Parents
- Housing Options for Seniors
- Human Services Infrastructure
- HUSKY (Medicaid) Coverage for Breast and Cervical Cancer
- HUSKY Health (Medicaid & Children's Health Insurance Program)
- Jobs First
- Long-Term Services and Supports - LTSS
- Med-Connect (Medicaid for Employees with Disabilities)
- Medicaid Nursing Home Reimbursement

- Medicare Savings Program
- Money Follows the Person
- National Family Caregiver Support Program
- Non-Emergency Medical Transportation (NEMT)
- Nutrition Assistance Programs
- PCA CERTIFICATION TEST
- PCMH+ Member Information
- Refugee Assistance Program
- School Based Child Health (SBCH)
- Self Direction Personal Protection Equipment Request Form Submission
- Social Work Services
- State Supplement for the Aged, Blind and Disabled
- Supplemental Nutrition Assistance Program - SNAP
- Temporary Family Assistance - TFA
- The Personal Care Attendant Program
- Welfare to Work (Department of Labor)
- Women Infants and Children – WIC

These records are crucial for understanding the dynamics of interactions with these key figures in the context of civil disability rights and whistleblower protections.

Documentation from Federal and State Department Executives and Associated staff:

- Connecticut Department of Social Services Commissioner Andrea Barton Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
- U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
- Connecticut Governor Ned Lamont
- Lieutenant Governor Susan Bysiewicz

- Secretary of State Denise Merrill
- Attorney General William Tong
- State Treasurer Shawn Wooden
- State Comptroller Kevin Lembo
- State Auditors John Geragosian and Rob Kane
- U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
- Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
- U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A. Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
- Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
- The Department of Labor DOL
- Government Accountability Office GAO
- Connecticut General Assembly CGA

Connecticut State Senate

- John Fonfara - District 1, Democratic
- Douglas McCrory - District 2, Democratic
- Saud Anwar - District 3, Democratic
- MD Rahman - District 4, Democratic
- Derek Slap - District 5, Democratic
- Rick Lopes - District 6, Democratic
- John Kissel - District 7, Republican
- Lisa Seminara - District 8, Republican
- Matthew L. Lesser - District 9, Democratic
- Gary Winfield - District 10, Democratic
- Martin Looney - District 11, Democratic
- Christine Cohen - District 12, Democratic
- Jan Hochadel - District 13, Democratic
- James Maroney - District 14, Democratic

- Joan Hartley - District 15, Democratic
- Robert C. Sampson - District 16, Republican
- Jorge Cabrera - District 17, Democratic
- Heather Somers - District 18, Republican
- Catherine Osten - District 19, Democratic
- Martha Marx - District 20, Democratic
- Kevin C. Kelly - District 21, Republican
- Marilyn Moore - District 22, Democratic
- Herron Gaston - District 23, Democratic
- Julie Kushner - District 24, Democratic
- Bob Duff - District 25, Democratic
- Ceci Maher - District 26, Democratic
- Patricia Miller - District 27, Democratic
- Tony Hwang - District 28, Republican
- Mae Flexer - District 29, Democratic
- Stephen Harding, Jr. - District 30, Republican
- Henri Martin - District 31, Republican
- Eric Berthel - District 32, Republican
- Norm Needleman - District 33, Democratic
- Paul Cicarella, Jr. - District 34, Republican
- Jeff Gordon - District 35, Republican
- Ryan Fazio - District 36, Republican 【23†source】 .
- Connecticut House of Representatives
- Matthew Ritter - District 1, Democratic
- Raghieb Allie-Brennan - District 2, Democratic
- Minnie Gonzalez - District 3, Democratic
- Julio Concepcion - District 4, Democratic
- Maryam Khan - District 5, Democratic

- James B. Sánchez - District 6, Democratic
- Joshua Malik Hall - District 7, Democratic
- Tim Ackert - District 8, Republican
- Jason Rojas - District 9, Democratic
- Henry Genga - District 10, Democratic
- Jeffrey Currey - District 11, Democratic
- Geoff Luxenberg - District 12, Democratic
- Jason Doucette - District 13, Democratic
- Tom Delnicki - District 14, Republican
- Bobby Gibson - District 15, Democratic
- Melissa E. Osborne - District 16, Democratic
- Eleni Kavros DeGraw - District 17, Democratic
- Jillian Gilchrest - District 18, Democratic
- Tammy Exum - District 19, Democratic
- Kate Farrar - District 20, Democratic
- Mike Demicco - District 21, Democratic
- Francis Rexford Cooley - District 22, Republican
- Devin Carney - District 23, Republican
- Manny Sanchez - District 24, Democratic
- Bobby Sanchez - District 25, Democratic
- Peter Tercyak - District 26, Democratic
- Gary Turco - District 27, Democratic
- Amy Morrin Bello - District 28, Democratic
- Kerry Szeps Wood - District 29, Democratic
- Donna Veach - District 30, Republican
- Jill Barry - District 31, Democratic
- Christie Carpino - District 32, Republican
- Brandon Chafee - District 33, Democratic

- Irene Haines - District 34, Republican
- Chris Aniskovich - District 35, Republican
- Christine Palm - District 36, Democratic
- Holly Cheeseman - District 37, Republican
- Kathleen McCarty - District 38, Republican
- Anthony Nolan - District 39, Democratic
- Christine Conley - District 40, Democratic
- André Bumgardner - District 41, Democratic
- Keith Denning - District 42, Democratic
- Greg Howard - District 43, Republican
- Anne Dauphinais - District 44, Republican
- Brian Lanoue - District 45, Republican
- Derell Wilson - District 46, Democratic
- Doug Dubitsky - District 47, Republican
- Mark DeCaprio - District 48, Republican
- Susan Johnson - District 49, Democratic
- Pat Boyd - District 50, Democratic
- Ricky Hayes - District 51, Republican
- Kurt Vail - District 52, Republican
- Tammy Nuccio - District 53, Republican
- Gregory Haddad - District 54, Democratic
- Steve Weir - District 55, Republican
- Kevin Brown - District 56, Democratic
- Jaime Foster - District 57, Democratic
- Tom Arnone - District 58, Democratic
- Carol Hall - District 59, Republican
- Jane Garibay - District 60, Democratic
- Tami Zawistowski - District 61, Republican

- Mark Anderson - District 62, Republican
- Jay Case - District 63, Republican
- Maria Horn - District 64, Democratic
- Michelle Cook - District 65, Democratic
- Karen Reddington-Hughes - District 66, Republican
- William Buckbee - District 67, Republican
- Joe Polletta - District 68, Republican
- Cindy Harrison - District 69, Republican
- Seth Bronko - District 70, Republican
- William Pizzuto - District 71, Republican
- Larry Butler - District 72, Democratic
- Ronald Napoli Jr. - District 73, Democratic
- Michael DiGiovancarlo - District 74, Democratic
- Geraldo Reyes - District 75, Democratic
- John Piscopo - District 76, Republican
- Cara Pavalock-D'Amato - District 77, Republican
- Joe Hoxha - District 78, Republican
- Mary Fortier - District 79, Democratic
- Gale Mastrofrancesco - District 80, Republican
- Christopher Poulos - District 81, Democratic
- Michael Quinn - District 82, Democratic
- Jonathan Fazzino - District 83, Democratic
- Hilda Santiago - District 84, Democratic
- Mary Mushinsky - District 85, Democratic
- Vincent Candelora - District 86, Republican
- Dave Yaccarino Sr. - District 87, Republican
- Joshua Elliott - District 88, Democratic
- Lezlye Zupkus - District 89, Republican

- Craig Fishbein - District 90, Republican
- Michael D'Agostino - District 91, Democratic
- Patricia Dillon - District 92, Democratic
- Toni Walker - District 93, Democratic
- Robyn Porter - District 94, Democratic
- Juan Candelaria - District 95, Democratic
- Roland J. Lemar - District 96, Democratic
- Alphonse Paolillo - District 97, Democratic
- Moira Rader - District 98, Democratic
- Joseph Zullo - District 99, Republican
- Kai Juanna Belton - District 100, Democratic
- John-Michael Parker - District 101, Democratic
- Robin Comey - District 102, Democratic
- Liz Linehan - District 103, Democratic
- Kara Rochelle - District 104, Democratic
- Nicole Klarides-Ditria - District 105, Republican
- Mitch Bolinsky - District 106, Republican
- Marty Foncello - District 107, Republican
- Pat Callahan - District 108, Republican
- Farley Santos - District 109, Democratic
- Bob Godfrey - District 110, Democratic
- Aimee Berger-Girvalo - District 111, Democratic
- Tony Scott - District 112, Republican
- Jason Perillo - District 113, Republican
- Mary Welander - District 114, Democratic
- Vacant - District 115
- Treneé McGee - District 116, Democratic
- Charles Ferraro - District 117, Republican

- Frank Smith - District 118, Democratic
- Kathy Kennedy - District 119, Republican
- Laura Dancho - District 120, Republican
- Joe Gresko - District 121, Democratic
- Ben McGorty - District 122, Republican
- David Rutigliano - District 123, Republican
- Andre Baker - District 124, Democratic
- Tom O'Dea - District 125, Republican
- Fred Gee Jr. - District 126, Democratic
- Marcus Brown - District 127, Democratic
- Christopher Rosario - District 128, Democratic
- Steven Stafstrom - District 129, Democratic
- Antonio Felipe - District 130, Democratic
- David Labriola - District 131, Republican
- Michael Leeper - District 132, Democratic
- Cristin Vahey - District 133, Democratic
- Sarah Keitt - District 134, Democratic
- Anne Hughes - District 135, Democratic
- Jonathan Steinberg - District 136, Democratic
- Kadeem Roberts - District 137, Democratic
- Rachel Chaleski - District 138, Republican
- Kevin Ryan - District 139, Democratic
- Travis Simms - District 140, Democratic
- Tracy Marra - District 141, Republican
- Lucy Dathan - District 142, Democratic
- Dominique Johnson - District 143, Democratic
- Hubert Delany - District 144, Democratic
- Corey Paris - District 145, Democratic

- David Michel - District 146, Democratic
- Matt Blumenthal - District 147, Democratic
- Anabel Figueroa - District 148, Democratic
- Rachel Khanna - District 149, Democratic
- Steve Meskers - District 150, Democratic
- Hector Arzeno - District 151, Democratic

As well as communication with recognized esteemed organizations.

National and International Organizations:

- American Association of People with Disabilities (AAPD)
- The Consortium for Citizens with Disabilities (CCD)
- Disability Rights Education and Defense Fund (DREDF)
- Disabled in Action (DIA)
- Equip for Equality
- National Disability Rights Network (NDRN)
- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

National Whistleblower / Retaliation Advocates

- Government Accountability Project (GAP)
- The Whistleblower Project
- ExposeFacts
- Freedom of the Press Foundation
- National Whistleblower Center
- Project On Government Oversight (POGO)

- Public Employees for Environmental Responsibility (PEER)
- Whistleblower Aid

News Media Outlets and Journalists:

Reporters Committee for Freedom of the Press, The New York Times, The Washington Post The Associated Press (AP), ProPublica, The Wall Street Journal, National Public Radio (NPR) Reuters, CNN, BuzzFeed News, VICE News, Fox News, NBC, MSNBC etc.

Reason for Expedition and Personal Circumstances:

As a survivor of a brain injury and stroke, my condition necessitates prompt access to the requested information. The nature of my disabilities can sometimes impose barriers to effective self-advocacy and communication. Timely access to these records is not just a matter of legal right but also a critical component of my ability to manage and respond to the challenges posed by my disabilities.

The potential delay in receiving this information could significantly impact my ability to effectively advocate for myself and others in similar situations. The information requested is crucial for ensuring that rights are not just upheld but actively protected, particularly in the context of disability support and advocacy.

Under the FOIA, there is provision for expedited processing when the person requesting the information demonstrates a compelling need. According to the FOIA, a compelling need is defined as a situation where failure to obtain the requested records could reasonably be expected to pose an imminent threat to the life or physical safety of an individual. In my case, while there may not be an immediate physical threat, the lack of timely information significantly impairs my rights and advocacy efforts, which are essential for my wellbeing and that of others who rely on my support and expertise.

Therefore, I kindly request that my FOIA application be processed on an expedited basis, in recognition of these factors. Your prompt attention to this request would be greatly appreciated and would support my ongoing efforts to champion the rights and needs of individuals with disabilities.

If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I will also expect you to release all segregable portions of otherwise exempt material. I reserve the right to appeal your decision to withhold any information.

Communication Accommodations:

Due to my personal circumstances, including living with a brain injury and being a stroke survivor, I find electronic forms of communication are more effective for my full participation and understanding. These methods allow me to better process, comprehend, and reference the details of our interactions. I kindly request that all communications regarding this FOIA request, including any acknowledgments, updates, or responses, be directed to me via email or written correspondence.

Your cooperation in this regard is not only a legal compliance matter but also an acknowledgment of the accommodations necessary for effective communication and information access.

A prompt and detailed response to this request is essential for the transparent and accountable functioning of the Connecticut Medicaid ABI Waiver Program. Your attention to this matter will significantly contribute to ongoing advocacy self advocacy efforts and policy analysis in this critical area of public health and disability support.

Thank you for your prompt attention to this request.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.



From: ABI RESOURCES 860 942-0365
Sent: Wednesday, January 3, 2024 12:23 PM
To: National.FOIAPortal@usdoj.gov, CMS FOIA Request
CC: ABI RESOURCES 860 942-0365
Subject: Re: 12.17.2023 Binder Comprehensive FOIA Request for Records on Disability Rights and Whistleblow...

01.03.2024
Due to Specific Circumstances.

Formal Request for Expedited Processing of FOIA Request in Compliance with Legal Provisions and Appeals.
Dear FOIA officer,

Under the provisions of the Freedom of Information Act (5 U.S.C. § 552), I hereby formally request expedited processing of my recent FOIA application due to compelling needs as outlined below:

Compliance with the Americans with Disabilities Act (ADA): In accordance with 42 U.S.C. § 12101 et seq., as an individual living with a brain injury, I am entitled to reasonable accommodations in legal and administrative processes. The expedited processing of this FOIA request is a necessary accommodation to ensure my effective participation, considering my specific communication and cognitive challenges.

Adherence to Whistleblower Protection Legislation: This request is pertinent to matters involving whistleblower retaliation, protected under the Whistleblower Protection Act (5 U.S.C. § 2302(b)(8)) and the Sarbanes-Oxley Act (18 U.S.C. § 1514A). Immediate processing is critical to uphold the legal protections afforded to whistleblowers and to address any potential violations thereof.

Public Interest and Urgency: The information sought pertains to issues of significant public interest, particularly in the domains of disability rights and ethical compliance. As established under FOIA guidelines, information requests that have the potential to inform the public about governmental operations and activities are to be prioritized (5 U.S.C. § 552(a)(6)(E)(v)).

Personal Circumstances: My unique personal circumstances, stemming from my brain injury, create an urgent need for information that directly impacts my ability to effectively self-advocate and represent the interests of others in similar situations.

Given these considerations, I respectfully urge that my FOIA request be processed on an expedited basis in line with the legal standards and principles of accessibility, transparency, and public interest.

Thank you for your attention to this matter.

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider
<[HTTPS://WWW.CTBRAININJURY.COM](https://www.ctbraininjury.com)>

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Sunday, December 17, 2023 8:57 AM
To: National.FOIAPortal@usdoj.gov <National.FOIAPortal@usdoj.gov>;
FOIA_Request@cms.hhs.gov <FOIA_Request@cms.hhs.gov>
Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>
Subject: 12.17.2023 Binder Comprehensive FOIA Request for Records on Disability Rights and Whistleblower Protections

Date: 12/17/2023
Documents attached

Dear FOIA Officer,

I am writing under the Freedom of Information Act (5 U.S.C. 552) to request access to and copies of all detailed records of communications and interactions between various state and federal officials, including but not limited to all records, reports, documents, and communications concerning but not limited to:

Disability civil rights grievances, complaints, whistleblower complaints or retaliation, and resolution outcomes, Medicaid federal funding, and FOIA freedom of information requests both state and federal, as well as tips and watchdog submissions reports.

- The legal case of David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220.'

- Whistleblower Report, Comprehensive Grievance Report and Request for Clarity. Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. Whistleblower Report Prepared by:
David Medeiros and ABI Resources LLC
Date: November 21, 2023
ABI Resources LLC
39 Kings Hwy STE C

Gales Ferry, CT. 06226
860 942-0365

These records are crucial for understanding the dynamics of interactions with these key figures in the context of disability rights and whistleblower protections.

Documentation from Federal and State Department Executives and Associated staff:

- Connecticut Department of Social Services Commissioner Andrea Barton
- Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
- U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
- Connecticut Governor Ned Lamont
- Lieutenant Governor Susan Bysiewicz
- Secretary of State Denise Merrill
- Attorney General William Tong
- State Treasurer Shawn Wooden
- State Comptroller Kevin Lembo
- State Auditors John Geragosian and Rob Kane
- U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
- Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
- U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A. Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
- Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
- The Department of Labor DOL
- Government Accountability Office GAO
- Connecticut General Assembly CGA

As well as communication with recognized esteemed organizations.

National and International Organizations:

- American Association of People with Disabilities (AAPD)
- The Consortium for Citizens with Disabilities (CCD)
- Disability Rights Education and Defense Fund (DREDF)

- Disabled in Action (DIA)
- Equip for Equality
- National Disability Rights Network (NDRN)
- National Council on Independent Living (NCIL)
- Disability Rights Advocates (DRA)

National Whistleblower / Retaliation Advocates

- Government Accountability Project (GAP)
- The Whistleblower Project
- ExposeFacts
- Freedom of the Press Foundation
- National Whistleblower Center
- Project On Government Oversight (POGO)
- Public Employees for Environmental Responsibility (PEER)
- Whistleblower Aid

News Media Outlets and Journalists:

Reporters Committee for Freedom of the Press, The New York Times, The Washington Post The Associated Press (AP), ProPublica, The Wall Street Journal, National Public Radio (NPR) Reuters, CNN, BuzzFeed News, VICE News, Fox News etc.

Expedited Processing Request:

Due to the legal case of David Medeiros v. State of CT, Department of Social Services, CHRO No. 2410220, I request expedited processing as this information is urgently needed for self-advocacy, public knowledge on this significant matter.

Format of Records:

As a result of my disability, I kindly request accommodations, Please provide all records in an accessible electronic format, in accordance with the Americans with Disabilities Act (ADA).

Unique Nature of Request:

This request is unique due to its comprehensive scope and relevance to ongoing public and legal discussions.

Contact Information of FOIA Officer:

I request the contact details of the FOIA officer responsible for this request.

If any part of this request is denied, please cite the specific exemptions and provide appeal procedures under the law.

Thank you for your prompt attention to this matter.

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain injury ABI Waiver Program Provider

<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.ctbraininjury.com%2F&data=05%7C02%7C%7C66836e6a856447a848c608dbff0815c8%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C638384182679702492%7CUnknown%7CTWFPbGZsb3d8eyJWljoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTil6lk1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=JKaivlzDTOuAk6a%2FO%2Fiav9n9vMmj4RLO6DUnosDspAY%3D&reserved=0>>

From: ABI RESOURCES 860 942-0365
Sent: Wednesday, January 3, 2024 12:21 PM
To: CMS FOIA Request
CC: ABI RESOURCES 860 942-0365
Subject: Re: 12.14.2023 Subject: Freedom of Information Act Request FOIA Request
Records on Matthew S. Ant...

01.03.2024

Due to Specific Circumstances.

Formal Request for Expedited Processing of FOIA Request in Compliance with Legal Provisions and Appeals.

Dear FOIA officer,

Under the provisions of the Freedom of Information Act (5 U.S.C. § 552), I hereby formally request expedited processing of my recent FOIA application due to compelling needs as outlined below:

Compliance with the Americans with Disabilities Act (ADA): In accordance with 42 U.S.C. § 12101 et seq., as an individual living with a brain injury, I am entitled to reasonable accommodations in legal and administrative processes. The expedited processing of this FOIA request is a necessary accommodation to ensure my effective participation, considering my specific communication and cognitive challenges.

Adherence to Whistleblower Protection Legislation: This request is pertinent to matters involving whistleblower retaliation, protected under the Whistleblower Protection Act (5 U.S.C. § 2302(b)(8)) and the Sarbanes-Oxley Act (18 U.S.C. § 1514A). Immediate processing is critical to uphold the legal protections afforded to whistleblowers and to address any potential violations thereof.

Public Interest and Urgency: The information sought pertains to issues of significant public interest, particularly in the domains of disability rights and ethical compliance. As established under FOIA guidelines, information requests that have the potential to inform the public about governmental operations and activities are to be prioritized (5 U.S.C. § 552(a)(6)(E)(v)).

Personal Circumstances: My unique personal circumstances, stemming from my brain injury, create an urgent need for information that directly impacts my ability to effectively self-advocate and represent the interests of others in similar situations.

Given these considerations, I respectfully urge that my FOIA request be processed on an expedited basis in line with the legal standards and principles of accessibility, transparency, and public interest.

Thank you for your attention to this matter.

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider
<[HTTPS://WWW.CTBRAININJURY.COM](https://www.ctbraininjury.com)>

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

Sent: Thursday, December 14, 2023 2:12 PM

To: FOIA_Request@cms.hhs.gov <FOIA_Request@cms.hhs.gov>

Subject: 12.14.2023 Subject: Freedom of Information Act Request FOIA Request Records on Matthew S. Antonetti's Interactions Regarding David Medeiros, ABI Resources, and Medicaid ABI Waiver Program.

12.14.2023

Subject: Freedom of Information Act Request FOIA Request: Records on Matthew S. Antonetti's Government Interactions Regarding David Medeiros, ABI Resources, and Medicaid ABI Waiver Program.

Dear Freedom of Information Officer,

I am writing to request records under the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq.

1. Description of Records Requested:

I respectfully request access to and copies of all records, documents, and communications pertaining to Matthew S. Antonetti, Legal Director at the Connecticut Department of Social Services, specifically relating to his interactions with any government representatives about David Medeiros, ABI Resources, or the Medicaid Acquired Brain Injury (ABI) Waiver Program. The time frame for this request covers the last seven years up to the present date.

2. Compliance and Monitoring Reports:

Additionally, I seek any audits, compliance reports, or reviews that assess adherence to policies and guidelines within the ABI Waiver Program for the same time period.

3. Response to Denial or Partial Denial:

In the event of a denial or partial denial of this request, I kindly request a written justification, citing specific reasons under the Connecticut Freedom of Information Act, and request that all segregable non-exempt portions of the requested records be made

available.

4. Privacy and Confidentiality Adherence:

Please redact any exempt portions of records, citing the specific statutory exemption applied, to comply with privacy and confidentiality requirements.

5. Format of Records:

I request that all records be provided in an accessible electronic format, in compliance with the Americans with Disabilities Act (ADA) requirements.

6. Unique Nature of Request:

Please note that this request is unique and should be treated as distinct from other FOIA requests.

7. Contact Information of FOIA Officer:

Kindly provide the contact details of the FOIA officer responsible for handling this request.

Thank you for your attention to this matter.

Best regards,
David Medeiros
ABI Resources

<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.ctbraininjury.com%2F&data=05%7C02%7C%7Ce514e6addce14f5e4e7b08dbfcd89fca%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C638381779555865948%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=RdFgtaS9mpkwfr8n3ZwcW7fOr6K6Rg43hWkVZVu11Bs%3D&reserved=0>>

From: [ABI RESOURCES 860 942-0365](#)
To: [CMS FOIA Request](#); [CMS Medicaid.gov](#)
Cc: [ABI RESOURCES 860 942-0365](#)
Subject: 01.06.2024 Freedom of Information Act Request - OCR Reference Number: 01-24-551819
Date: Saturday, January 6, 2024 9:57:06 AM
Attachments: [Outlook-ua5metzw.png](#)

January 6, 2024

Subject: Freedom of Information Act Request - OCR Reference Number: 01-24-551819

Pursuant to the Freedom of Information Act (5 U.S.C. § 552), I hereby request access to and copies of all records, communications, and investigative reports pertaining to the Office for Civil Rights (OCR) complaint with the Reference Number: 01-24-551819. OCRComplaint@hhs.gov <OCRComplaint@hhs.gov>; OCRmail@hhs.gov <OCRmail@hhs.gov>; HHSTips@oig.hhs.gov <HHSTips@oig.hhs.gov> Bouchard, Felicia (HHS/OCR) (CTR) <Felicia.Bouchard@hhs.gov> Susan M. Pezzullo Rhodes Regional Manager

As specified under the FOIA, I am seeking the following information:

Complete Investigative File: All documents, notes, emails, and correspondence related to the investigation conducted by the OCR, including any preliminary findings, drafts, and internal memos.

Communication Records: All forms of communication, including electronic and written correspondence, between OCR officials and any external entities regarding this case. This should include communications with other government agencies, if any.

Investigative Reports: The final investigative report prepared by the OCR, along with any ancillary or related reports that were generated as part of the investigation.

Details of Decision-Making Process: Documents detailing the rationale and criteria used by the OCR in determining the closure of the case without further action.

Records of Interaction with Complainant: Any records of communications or interactions with the complainant (myself) during the course of the investigation.

In the event that some portions of the requested documents are exempt from disclosure under the FOIA, I request that the OCR provide all segregable non-exempt portions of the requested records. Please inform me of any potential charges before processing my request.

I believe the requested records are in the public interest and will contribute significantly to the public's understanding of the operations and activities of the OCR, particularly regarding its handling of discrimination complaints in health and human services.

If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the Act. I also expect to receive a notification of my right to appeal any decision within the OCR or to the courts.

Compelling Need for Urgency:

This case carries significant implications in the fields of civil rights, disability advocacy, and whistleblower protection, drawing acute public concern. As a public figure and business owner in the disability support sector, the requested information is vital for my advocacy efforts and the public's comprehension of governmental actions in these pivotal areas.

Personal Circumstances:

As an individual with a brain injury and a stroke survivor, my personal circumstances emphasize the urgency of this request, directly influencing my capacity to effectively navigate these fields.

Format of Records:

In line with the Americans with Disabilities Act (ADA), I request that all records be furnished in an accessible electronic format.

Contact Information Requirement:

Please include names, official email addresses, and office phone numbers of each CT DSS social worker involved in the ABI waiver program during this period.

Unique Nature of Request:

This request is of significant relevance to ongoing public and legal discussions in civil rights, whistleblower protection, and disability advocacy.

Contact Information for FOIA Officer:

Kindly provide the contact details of the FOIA officer assigned to this request.

Appeal Procedures:

In the event of any denial of this request, please cite the specific exemptions that justify such a decision and furnish details of the appeal procedures as per the law.

Your prompt attention to this matter is highly appreciated. I anticipate a swift response in accordance with FOIA guidelines.

Thank you for your cooperation.

Best regards,

David Medeiros

ABI Resources

Medicaid Acquired Brain Injury ABI Waiver Program Provider



The following list contains the entire submission submitted January 16, 2024 10:40:05am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David-
Last name	Medeiros
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	8604633638
Company/Organization	ABI Resources LLC
Email	aabiwr@live.com

Request

Request ID	1017646
Confirmation ID	1017061

Document attached 11 pages. Date: January 12, 2024
To the attention of all pertinent Governmental
Departments: U.S. Department of Health & Human
Services (HHS) Hubert H. Humphrey Building, 200
Independence Avenue, S.W., Washington, D.C. 20201.
Centers for Medicare & Medicaid Services (CMS)
7500 Security Boulevard, Baltimore, Maryland 21244-
1850 U.S. Department of Justice Civil Rights Division
Disability Rights Section 950 Pennsylvania Avenue,
NW Washington, D.C. 20530-0001 U.S. Department of
Labor, Occupational Safety and Health Administration,
200 Constitution Ave NW, Washington, DC 20210
Government Accountability Office (GAO) 441 G St.,
NW, Washington, DC 20548 U.S. Department of
Justice, Office of the Inspector General, DOJ OIG 950
Pennsylvania Avenue, NW, Washington, D.C. 20530-
0001 U.S. Office of Inspector General, Department of
Health and Human Services (HHS OIG) Subject:
Notice Regarding HHS CMS Medicaid Administration
in Connecticut, FOIA Non-Compliance, ADA
Concerns, and Whistleblower Retaliations. Complaint,
Appeals, and Request for Transparency I. Introduction:
I, David Medeiros, as a brain injury and stroke
survivor, founder of ABI Resources, and a dedicated
advocate for ethical healthcare administration, am
writing to formally address grave concerns regarding
the U.S. Department of Health and Human Services
(HHS) and its Centers for Medicare & Medicaid
Services (CMS) in their administration of the Medicaid
program in Connecticut. These concerns are magnified
by systemic non-compliance with the Freedom of
Information Act (FOIA), violations of the Americans
with Disabilities Act (ADA), and personal experiences
of whistleblower retaliation. II. Detailed Legal
Framework and Concerns: ADA Compliance Issues:
Breaches of the ADA of 1990 (42 U.S.C. § 12101 et
seq.) and the ADAAA, which ensure non-
discriminatory treatment and equal access for
individuals with disabilities, have been observed.
Whistleblower Protection and Retaliation: I am
protected under key statutes, including the
Whistleblower Protection Act of 1989 (5 U.S.C. §
2302(b)(8)) and the Sarbanes-Oxley Act of 2002 (18
U.S.C. § 1514A). My experiences suggest a failure to
uphold these protections, warranting immediate
investigation and rectification. Violations of Medicaid
Regulations: Significant deviations from Title XIX of
the Social Security Act (42 U.S.C. §§ 1396 - 1396w-5)
and Federal Medicaid Regulations (42 CFR Parts 430
to 456), raising concerns about compliance with
federal-state cooperative principles, funding
regulations, and service delivery standards. Potential
APA Violations: Possible violations of the

Supporting documentation

Additional Information	01.12.2024 Notice Regarding HHS CMS Medicaid Administration in Connecticut FOIA Non Compliance ADA Concerns and Whistleblower Retaliations Complaint Appeals and Request for Transparency.pdf

Fees

Fee waiver	no

Expedited processing

Expedited Processing	yes

Date: January 12, 2024 To the attention of all pertinent Governmental Departments: U.S. Department of Health & Human Services (HHS) Hubert H. Humphrey Building, 200 Independence Avenue, S.W., Washington, D.C. 20201. Centers for Medicare & Medicaid Services (CMS) 7500 Security Boulevard, Baltimore, Maryland 21244-1850 U.S. Department of Justice Civil Rights Division Disability Rights Section 950 Pennsylvania Avenue, NW Washington, D.C. 20530-0001 U.S. Department of Labor, Occupational Safety and Health Administration, 200 Constitution Ave NW, Washington, DC 20210 Government Accountability Office (GAO) 441 G St., NW, Washington, DC 20548 U.S. Department of Justice, Office of the Inspector General, DOJ OIG 950 Pennsylvania Avenue, NW, Washington, D.C. 20530-0001 U.S. Office of Inspector General, Department of Health and Human Services (HHS OIG) Subject: Notice Regarding HHS CMS Medicaid Administration in Connecticut, FOIA Non-Compliance, ADA Concerns, and Whistleblower Retaliations. Complaint, Appeals, and Request for Transparency I. Introduction: I, David Medeiros, as a brain injury and stroke survivor, founder of ABI Resources, and a dedicated advocate for ethical healthcare administration, am writing to formally address grave concerns regarding the U.S. Department of Health and Human Services (HHS) and its Centers for Medicare & Medicaid Services (CMS) in their administration of the Medicaid program in Connecticut. These concerns are magnified by systemic non-compliance with the Freedom of Information Act (FOIA), violations of the Americans with Disabilities Act (ADA), and personal experiences of whistleblower retaliation. II. Detailed Legal Framework and Concerns: ADA Compliance Issues: Breaches of the ADA of 1990 (42 U.S.C. § 12101 et seq.) and the ADAAA, which ensure non-discriminatory treatment and equal access for individuals with disabilities, have been observed. Whistleblower Protection and Retaliation: I am protected under key statutes, including the Whistleblower Protection Act of 1989 (5 U.S.C. § 2302(b)(8)) and the Sarbanes-Oxley Act of 2002 (18 U.S.C. § 1514A). My experiences suggest a failure to uphold these protections, warranting immediate investigation and rectification. Violations of Medicaid Regulations: Significant deviations from Title XIX of the Social Security Act (42 U.S.C. §§ 1396 - 1396w-5) and Federal Medicaid Regulations (42 CFR Parts 430 to 456), raising concerns about compliance with federal-state cooperative principles, funding regulations, and service delivery standards. Potential APA Violations: Possible violations of the

The following list contains the entire submission submitted March 28, 2023 11:40:12am ET, and is formatted for ease of viewing and printing.

Contact information

First name	David
Last name	Medeiros
Mailing Address	215 Mountain St
City	Willimantic
State/Province	CT
Postal Code	06226
Country	United States
Phone	18604633638
Company/Organization	ABI Resources
Email	aABIwr@live.com

Request

Request ID	655531
Confirmation ID	654991

Request description

Dear Sir/Madam, I am writing to request information pertaining to Connecticut's Medicaid ABI Waiver and Money Following the Person Program. I am requesting this information for research, public awareness and advocacy purposes. Specifically, I am requesting the following information: 1. The total number of program-approved agency providers. 2. The entity that is funded to manage and update the approved provider list. 3. Information about public access to this list. 4. The party responsible for the accuracy of the list. 5. Any protocols for community accessibility. 6. Lastly, a copy of the approved provider list. Please provide this information in accordance with the Freedom of Information Act (FOIA). If any fees are associated with this request, please inform me of the total charges in advance of fulfilling my request. Thank you for your prompt attention to this matter. Sincerely, David Medeiros ABI Resources

Supporting documentation

Fees

Request category ID

media

Fee waiver

no

Expedited processing

Expedited Processing

yes

Explanation

I am writing to request expedited processing of my FOIA request related to Connecticut's Medicaid ABI Waiver and Money Following the Person Program, which I submitted on 03/28/2023. I am making this request due to the urgency of the information I am seeking, as it is critical for my research and advocacy work. The information is directly related to the health and well-being of individuals who rely on these programs, and a delay in obtaining the information could have serious consequences. I understand that FOIA guidelines allow for expedited processing in cases where there is a "compelling need," and I believe that my request meets this criterion. Therefore, I respectfully request that my FOIA request be expedited and given priority processing, and that you provide me with a response as soon as possible. Thank you for your attention to this matter. Sincerely, David Medeiros

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>

Date: 11/24/2023

Complaint and Urgent Request for Federal Intervention in Addressing Systemic Rights Violations in Connecticut.

To: All Relevant Federal Authorities and Departments, United States of America.

Subject: Urgent Call for Federal Action Against Systemic Rights Violations in Connecticut.

Dear Esteemed Officials,

I am writing to you as the founder and leader of ABI Resources, a Connecticut-based company dedicated to assisting individuals with disabilities under the Federally Funded Medicaid ABI Waiver Program. This letter serves as both an expression of grave concern and an urgent request for immediate federal intervention regarding ongoing systemic rights violations within the state of Connecticut.

These violations, perpetrated by state authorities and overlooked by federal entities, are infringing upon not only my rights as a disabled business owner but also those of the community we ardently serve.



Our efforts to address these challenges have been consistently impeded by the inherent complexity, exorbitant costs, and prolonged timeframes required to navigate the existing systems. A conspicuous lack of federal oversight in Connecticut's allocation and use of federal funds has facilitated the perpetuation of these infringements without repercussion.

Enclosed, you will find a comprehensive report delineating the specifics of these violations, our concerted efforts to bring them to light, and the lackluster response from federal agencies thus far. This situation flagrantly contradicts the foundational principles of justice and equity and stands in stark opposition to the laws enacted to protect the rights of disabled individuals.

I implore you to conduct a thorough examination of this report and to undertake prompt and decisive action. The exigency for more accessible advocacy for individuals with disabilities, and the imperative for direct federal intervention in the oversight of Connecticut's management of federal funds, cannot be overstated. The rights and welfare of numerous individuals hinge on your immediate and effective response.

This matter transcends mere mismanagement of federal funds by a state; it epitomizes a more profound failure within our federal system to protect its most vulnerable citizens. As a disabled entrepreneur, I have encountered numerous barriers which have been exacerbated, rather than mitigated, by the very systems designed for support.

The evidence presented in the report reveals a pervasive pattern of neglect, indicative of a systemic issue that demands your immediate and undivided attention.

The very foundations of our society – justice, equity, and equitable treatment under the law – are at risk. I urge you not only to consider the contents of this report but to act with the urgency and seriousness it rightfully commands.

The future of ABI Resources, the individuals we support, and the commitment of our federal system to its disabled citizens rest in your capable hands. I have confidence in your willingness to redress these injustices and to prevent such oversights from recurring.

While the immediate issues originate from actions taken by the Connecticut government, the overarching failure at the federal level has allowed these challenges to proliferate. The systemic issues we are currently grappling with are a direct consequence of inadequate federal oversight and a lack of accountability in ensuring state compliance with federal standards.

Therefore, the responsibility for our current situation rests not solely with Connecticut but is fundamentally a federal issue. It is a failure on the part of the United States to effectively monitor, regulate, and intervene when necessary, leading to the violation of our rights and the undermining of our operations.

This situation demands more than mere acknowledgment; it necessitates immediate and decisive federal action. The well-being of countless individuals with disabilities, reliant on services such as those provided by ABI Resources, is in jeopardy.

In this urgent appeal, I highlight issues of paramount public interest, reflecting a troubling lack of transparency and accountability within Connecticut's administration of the Medicaid ABI Waiver Program. The enclosed report

elucidates potential civil rights violations and instances of government overreach, profoundly affecting the disabled community we serve. These concerns are not just administrative discrepancies but suggest deeper systemic misconduct.

Our extensive documentation raises serious questions about potential corruption, ethical violations, and financial mismanagement within state-run programs. These issues, if left unaddressed, could signify a blatant disregard for legal standards and the well-being of our society's most vulnerable members. As a whistleblower exposing these malpractices, I anticipate that this letter will resonate with your commitment to justice and equity.

Moreover, the lack of decisive action in face of these allegations may set a troubling legal precedent, undermining the very foundation of judicial review and democratic oversight. This situation warrants immediate scrutiny, as it involves not only potential discrimination and inequality against individuals with disabilities but also raises significant public safety risks. The failure to ensure the proper use of federal funds and to protect the rights of disabled citizens highlights a concerning trend of privacy infringements and personal rights violations.

As someone at the forefront of addressing these challenges, I have witnessed firsthand the detrimental effects of such systemic issues on our clients and their families. It's not merely a matter of policy failure; it's a matter of failing those who rely on us for support and protection. The responsibility to rectify these issues lies not only with the state of Connecticut but also at the federal level, where a more robust oversight mechanism is urgently needed.

In conclusion, the situation we are confronting is not an isolated incident but a manifestation of national concern. It demands more than passive acknowledgment; it requires proactive and decisive federal intervention. The

well-being of countless individuals, dependent on the integrity and efficacy of our federal and state systems, hangs in the balance.

I beseech you to acknowledge the gravity of this situation and the federal government's role in its development. It is imperative that the United States assume responsibility for these systemic failures and implement tangible solutions.

I thank you for your consideration of this critical matter and await your prompt response. I am prepared to provide any additional information or assistance as required.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member



Comprehensive Grievance Report and Request for Clarity.

**Addressing Issues within the Connecticut Medicaid
Acquired Brain Injury (ABI) Waiver Program.**



Whistleblower Report Prepared by:

David Medeiros and ABI Resources LLC

Date: November 21, 2023

**ABI Resources LLC
39 Kings Hwy STE C
Gales Ferry, CT. 06226
860 942-0365**

Introduction

Title: Comprehensive Grievance Report and Request for Clarity / Whistleblower Report, ABI Resources LLC

Date: November 21, 2023

Prepared by: David Medeiros and ABI Resources LLC

Overview of ABI Resources LLC:

ABI Resources LLC, a dedicated service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program, is committed to delivering exceptional care to individuals with acquired brain injuries. Our mission is to ensure effective rehabilitation and community reintegration for our clients through specialized programs.

Purpose of the Document:

This report is a formal consolidation of grievances faced by ABI Resources LLC within the Connecticut Medicaid ABI Waiver Program. It aims to address these concerns with the relevant authorities, advocating for change and improvement.

Summary of Grievances

1. **Discriminatory Business Practices**: ABI Resources LLC has faced inequities in Medicaid referrals, experiencing marginalization and an unfair distribution of referrals.
2. **Service and Intervention Plans**: Concerns about non-receipt of essential service and intervention plans, impacting operational and financial integrity.
3. **Concealment of Public Information**: The Medicaid ABI Waiver Program Directory of Providers has been concealed, affecting the ability of individuals to make informed decisions and impacting ABI Resources.
4. **Unauthorized Care Management Services**: Issues regarding unauthorized provision of care management consultation services in ABI Waiver Program 1.
5. **Unethical Practices and Possible Kickback Schemes**: Concerns about conflicts of interest and unethical practices, including potential kickback arrangements.
6. **Rental Agreements in Medicaid ABI Waiver Program**: Issues regarding rental agreements that restrict consumer choice and freedom, creating a monopolistic environment.

Detailed Grievances and Concerns

Grievance 1: Discriminatory Unfair Business Practices

- Page 7
- **Overview:** ABI Resources LLC has faced significant challenges due to inequitable Medicaid referral processes. Specific instances include a noticeable decrease in referrals compared to other providers, suggesting a biased distribution that disadvantages our clients and organization.
- **Proposed Solutions:** We advocate for a transparent, equitable referral system, periodic audits of referral practices, and a review of policies to ensure fair treatment of all service providers in the ABI Waiver Program.

Grievance 2: Service and Intervention Plans

- **Overview:** There have been instances where ABI Resources LLC did not receive essential service and intervention plans on time. This lack of timely information compromises our ability to provide effective care and maintain financial integrity.
- **Proposed Solutions:** Implementation of a streamlined, reliable process for the timely delivery of service and intervention plans, and clear communication channels between providers and program administrators.

Grievance 3: Concealment of Public Information

- **Overview:** The Medicaid ABI Waiver Program Directory of Providers has not been made adequately available, limiting the ability of individuals to make informed choices and affecting our visibility in the program.

- **Proposed Solutions:** Ensure the directory is publicly accessible, regularly updated, and transparent, allowing clients to make informed choices about their care providers.

Grievance 4: Unauthorized Care Management Services

- **Overview:** Concerns about unauthorized provision of care management consultation services in ABI Waiver Program 1, which may contravene established protocols.
- **Proposed Solutions:** Investigate and rectify instances of unauthorized services, and reinforce compliance with program guidelines and standards.

Grievance 5: Unethical Practices and Possible Kickback Schemes

- **Overview:** Alarming indications of conflicts of interest and unethical practices within the program, including potential kickback arrangements, have been observed.
- **Proposed Solutions:** Conduct a thorough investigation into these practices, establish stricter oversight mechanisms, and enforce ethical standards across the program.

Grievance 6: Rental Agreements in Medicaid ABI Waiver Program

- **Overview:** The current structure of rental agreements within the program restricts consumer choice and freedom, creating a monopolistic environment detrimental to clients and providers.
- **Proposed Solutions:** Review and revise rental agreement policies to promote fair competition and consumer choice, ensuring transparency and ethical practice in housing arrangements.

Call to Action and Recommendations

Immediate Actions Required

1. **Review of Referral Processes:** An immediate audit and review of the referral processes within the Connecticut Medicaid ABI Waiver Program to ensure fairness and transparency.
2. **Timely Delivery of Service Plans:** Establish protocols to guarantee the timely delivery of service and intervention plans to all providers.
3. **Accessibility of Provider Directory:** Immediate action to make the ABI Waiver Program's Provider Directory fully accessible and transparent to clients and providers.

Long-term Systemic Recommendations

1. **Policy Overhaul:** A comprehensive review and overhaul of policies governing referral processes, service plan distributions, and care management services.
2. **Enhanced Oversight and Accountability:** Implementing stricter oversight mechanisms and accountability measures to prevent unethical practices and potential conflicts of interest.
3. **Consumer Choice in Rental Agreements:** Reforming rental agreement policies to promote fair competition, consumer choice, and transparency within the program.

These actions and reforms are vital for maintaining the integrity of the Connecticut Medicaid ABI Waiver Program and ensuring equitable treatment and high-quality care for all clients.

Conclusion

This report, prepared by David Medeiros and ABI Resources LLC, comprehensively outlines several critical grievances faced within the Connecticut Medicaid ABI Waiver Program. These issues, ranging from discriminatory business practices to the concealment of public information, unauthorized services, and potential unethical practices, significantly impact the quality of care provided to individuals with acquired brain injuries and the operational integrity of service providers like ABI Resources LLC.

The call for action is clear and urgent. Immediate steps, as outlined in this report, are necessary to address these grievances, followed by a commitment to long-term systemic improvements. Only through transparent, fair, and ethical practices can the program truly fulfill its mission of supporting and rehabilitating individuals with acquired brain injuries.

We urge the responsible authorities to consider these grievances seriously and take prompt, effective action. The wellbeing of many individuals and the effectiveness of the ABI Waiver Program depend on these crucial improvements.

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10/31/2023

Subject: Formal Grievance Concerning Discriminatory Unfair Business Practices within the Connecticut Medicaid ABI Waiver Program

To: All pertinent departments within the state of Connecticut,

I trust this correspondence reaches you in excellent health and high spirits. My name is David Medeiros, and I am addressing you in my capacity as a concerned business owner, resident, and individual with a disability residing in the state of Connecticut. I have the honor of leading ABI Resources, a distinguished service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.

I find myself compelled to highlight and formally complain about a series of blatant and persistent inequities pertaining to discriminatory business practices occurring under the aegis of the aforementioned program. Despite my multiple, concerted efforts to engage in constructive dialogue with the Connecticut Department of Social Services, addressing these grave concerns has been met with a disconcerting lack of engagement and rectification. This situation has had a deleterious impact not only on the operations of ABI Resources but also on the well-being and quality of service accessible to the disabled individuals we are committed to serving.



Key Concerns and Grievances:

a) **Medicaid Referrals:**

b) **Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency**

a) **Medicaid Referrals:**

There is a prevailing lack of transparency and an apparent bias in the Medicaid referral processes within the ABI Waiver Program. ABI Resources, despite an unwavering commitment to excellence in service delivery, has been unfairly marginalized, resulting in an unequal and unjust distribution of referrals.

Addressing issues of transparency, bias, and unfair marginalization in Medicaid referrals, particularly within the Acquired Brain Injury (ABI) Waiver Program, is crucial to ensuring equitable access to quality healthcare services for all eligible individuals. ABI Resources and similar service providers play a vital role in supporting individuals with acquired brain injuries, and it is essential that they are treated fairly in the referral process to continue their commitment to excellence in service delivery.

Potential Steps to Address the Issue:

Increase Transparency:

Implement a transparent referral process where criteria for referrals are clearly defined and made publicly available.

Establish a monitoring system to track and publish referral data, including the number of referrals made to each service provider and the reasons for referral decisions.

Conduct an Independent Audit:

Hire an independent entity to conduct a thorough review of the Medicaid referral processes within the ABI Waiver Program to identify any biases or unfair practices.

The audit should also evaluate the performance and quality of services provided by ABI Resources and other service providers to ensure that referrals are based on merit and the ability to meet the needs of individuals with acquired brain injuries.

Implement a Fair and Equitable Referral System:

Develop a standardized and objective referral system that ensures all service providers are evaluated based on the same criteria.

Consider incorporating a randomized component to the referral process to prevent bias and ensure a fair distribution of referrals.

Engage Stakeholders:

Create a platform for open dialogue between Medicaid officials, service providers, individuals with acquired brain injuries, and their families to discuss concerns related to the referral process.

Use feedback from stakeholders to continuously improve the referral system and address any emerging issues.

Provide Training and Education:

Offer training to Medicaid officials and other stakeholders involved in the referral process to raise awareness about potential biases and the importance of a fair and equitable system.

Educate service providers about the referral process, criteria for referrals, and steps they can take if they believe they have been treated unfairly.

Establish a Complaint and Appeal Process:

Create a clear and accessible complaint and appeal process for service providers who believe they have been unfairly marginalized in the referral process.

Ensure that complaints are thoroughly investigated and that corrective action is taken when warranted.

Promote Accountability:

Hold Medicaid officials and other stakeholders accountable for ensuring a fair and transparent referral process.

Implement consequences for individuals or entities found to be engaging in biased or unfair practices.

Regularly Review and Update Policies:

Conduct regular reviews of referral policies and procedures to ensure they remain up-to-date, fair, and transparent.

Update policies as needed to address any identified issues and to adapt to changing needs and circumstances.

Addressing the issues of transparency, bias, and unfair marginalization in Medicaid referrals within the ABI Waiver Program is essential to ensuring that all eligible individuals have equal access to high-quality services. It is imperative that service providers like ABI Resources are treated fairly and equitably in the referral process to uphold the integrity of the healthcare system and to foster trust among all stakeholders. Implementing the above steps could contribute significantly to creating a more transparent, fair, and equitable referral system, ultimately benefiting individuals with acquired brain injuries and the service providers dedicated to supporting them.

b) Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency

Provider: A Medicaid service agency provider is offering financial incentives to consumers, leading to an imbalance in the competitive landscape. This kind of practice can indeed raise serious ethical, legal, and fairness concerns.

Ethical Concerns:

Conflicts of Interest: Financial incentives could create a conflict of interest, where the provider's financial gain takes precedence over the best interests of the consumer.

Bias and Unfairness: It could lead to bias in referrals, favoring certain providers over others irrespective of the quality of services they offer.

Erosion of Trust: Such practices can erode trust in the Medicaid system and healthcare providers, as consumers may question the motives behind the services they are being referred to.

Legal Concerns:

Violation of Anti-Kickback Statutes: Providing inducements to influence the referral of services covered by Medicaid can violate anti-kickback statutes, potentially leading to legal actions and penalties.

False Claims Act Violations: If such inducements lead to fraudulent billing or claims, it could result in violations of the False Claims Act.

Non-Compliance with Medicaid Regulations: Medicaid has strict guidelines and regulations to ensure fairness and prevent fraud, and engaging in such practices can result in non-compliance and potential debarment from the program.

Lack of Responsiveness to Complaints and Reports: Our persistent complaints and reports, meticulously documenting these issues, have been met with apathy. There is an alarming deficit in the investigation, redressal, and accountability mechanisms within the system.

Adverse Impacts on ABI Resources:

Financial Duress: The discriminatory practices and referral shortages have placed ABI Resources under significant financial duress, compromising our ability to maintain operational viability and deliver superior services to our clients.

Reputational Harm: The state's nonintervention and perceived partiality have led to an erosion of our reputation. This has resulted in ABI Resources being unjustly perceived as a less favorable service provider, regardless of our commitment to quality and excellence.

Demoralization of Workforce: The protracted nature of these issues has led to a pervasive sense of demoralization among our staff and stakeholders, adversely impacting the morale and efficacy of our organizational operations.

Addressing the Issue:

Regulatory Oversight: There should be strict oversight and monitoring by regulatory bodies to ensure that all Medicaid service agency providers are complying with laws and regulations.

Transparency: Increasing transparency in the referral process can help in ensuring that referrals are made based on the quality of services rather than financial incentives.

Whistleblower Protections: Encouraging whistleblowing and providing protections for whistleblowers can help in uncovering and addressing such unethical practices.

Penalties and Sanctions: Implementing strict penalties and sanctions for those found guilty of engaging in such practices can act as a deterrent.

Public Awareness: Educating consumers about the potential for such conflicts of interest and providing them with information on how to report suspicious activities can empower them to make informed decisions.

Addressing this issue is crucial for maintaining the integrity of the Medicaid program, ensuring that consumers receive the best possible care, and fostering a competitive and fair marketplace for healthcare services.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a

comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member



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11/13/2023

Subject: Formal Grievance Complaint Concerning Connecticut Medicaid ABI Waiver Program Service and Intervention Plans.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources, a dedicated provider of essential services to individuals with acquired brain injuries (ABI). This letter serves to formally raise a grievance and file a complaint concerning the serious issue of not receiving Medicaid Acquired Brain Injury (ABI) Waiver Program service and intervention plans from consumer-assigned care management consultants. This situation has gravely impacted the operational and financial integrity of ABI Resources.

As per the stipulations of the ABI Waiver Program, a "Service Plan" is an essential document that outlines the necessary medical and community-based services enabling individuals to live outside institutional settings. The provision of individualized service plans include measurable goals, objectives, and documentation of total service costs.

Additionally, "Intervention Plans," developed by cognitive behaviorists, are crucial in identifying and managing treatment goals and interventions for our



clients. However, despite our repeated efforts and adherence to the required protocols, we have not received these vital documents from care management. The lack of these plans has led to significant operational and financial difficulties for ABI Resources.

Sec. 17b-260a-6. Person-centered planning process (a) The service plan shall be developed based on a person-centered planning model, as described in 42 CFR 441.301(c), as amended from time to time. The individual shall lead the planning process where possible, and in accordance with section 17b-260a-11(a) of the Regulations of Connecticut State Agencies.

6) Prohibit providers of waiver services for the individual, or those who have an interest in or are employed by a provider of waiver services for the individual, from providing care management or participating in the development of the person-centered service plan;

Key Concerns and Grievances:

Non-Receipt of Essential Documents: Despite adherence to protocol, ABI Resources has not received the mandated individualized service and intervention plans, which include measurable goals and objectives for the consumers we serve. Furthermore, the necessary intervention plans developed by cognitive behaviorists, which outline treatment goals and interventions, have also not been provided by care management.

Concerns: Impact on Daily Support Staff and Program Consumers

In addition to the aforementioned issues, the absence of these critical Medicaid ABI Waiver Program plans has significantly affected our daily support staff and, consequently, the consumers of the program.

Impact on Daily Support Staff:

Lack of Clear Direction: Without structured plans, staff members struggle to provide focused and effective services, as they lack clear guidelines and objectives.

Increased Workload and Stress: The ambiguity surrounding treatment goals and methods has led to an increased workload and heightened stress levels among staff, impacting their well-being and job satisfaction.

Professional Inefficiency: Staff are unable to utilize their skills and training effectively, leading to professional dissatisfaction.

Difficulty in Tracking Progress: The absence of measurable goals makes it challenging for staff to track and report on client progress accurately.

Risk of Non-Compliance: Without proper guidelines, there is an increased risk of non-compliance with regulatory standards, potentially leading to legal and ethical issues.

Reduced Team Morale: The overall uncertainty and increased challenges have adversely affected team morale and cohesion.

Impact on Consumers of the Program:

Inconsistent Service Quality: Consumers face variability in the quality of care received, as staff members lack consistent plans to guide their services.

Slowed Progress: The absence of structured goals and interventions can slow down or hinder the progress and rehabilitation of consumers.

Reduced Confidence in Services: Consumers and their families may lose confidence in the quality and effectiveness of the services provided.

Increased Vulnerability: Consumers, particularly those with severe conditions, become more vulnerable due to the lack of tailored, goal-oriented care.

Potential for Unmet Needs: Without specific plans, some needs of consumers may remain unidentified and unaddressed, leading to gaps in care.

Emotional and Psychological Impact: The inconsistency and uncertainty in care can have adverse emotional and psychological effects on consumers.

These challenges not only make the daily responsibilities of our care providers more arduous but also critically undermine the quality of care and support we can offer to our consumers. It is imperative that these issues be addressed immediately to ensure the well-being of both our staff and the consumers who rely on our services.

Adverse Impacts on ABI Resources:

The cumulative effect of these issues has placed ABI Resources in a precarious financial and operational position.

Financial Losses: The absence of these critical documents has led to substantial financial losses, severely hampering our ability to function effectively.

Staffing Challenges: The lack of structured plans has created many challenges for our service providers and as a result, we have faced significant staffing issues, including layoffs and the challenges to maintain essential personnel.

Client Impact: Our capacity to offer consistent and high-quality services has been compromised, leading to a loss of clients and a tarnishing of our reputation.

Administrative Burden: The lack of structured plans has resulted in an increased administrative load, as we strive to manage without proper guidance.

Overall Business Impact: These compounded issues threaten the viability of ABI Resources and our mission to serve those in need.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The

equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member



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11/15/2023

Subject: Formal Grievance and Complaint Regarding the Concealment of Public Information: Medicaid ABI Waiver Program Directory of Providers.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources to express our formal grievance and file a complaint regarding the handling of the Medicaid Acquired Brain Injury (ABI) Waiver Program by the Connecticut Department of Social Services (DSS). Specifically, our complaint centers on the apparent concealment of the Medicaid ABI Waiver Program Directory of Providers, a critical public resource.

Key Concerns and Grievances:

- a) Denial of Public Access to Information: The DSS managed Medicaid ABI Waiver Program Directory of Providers is public information, rightfully accessible to all. Its concealment not only violates the principles of transparency and public service but also directly impacts those in dire need of these services.
- b) Inaccessibility to Vulnerable Populations: The absence of accessible information severely restricts the ability of individuals with acquired brain



injuries, their families, and caregivers to make informed decisions regarding care and support. This lack of access is particularly detrimental, given the complex needs of this population.

- c) Increased Risk and Exploitation: Without knowledge of accredited and reputable providers, vulnerable individuals are at a heightened risk of exploitation and subpar services, which can lead to adverse health outcomes.
- d) Unnecessary Strain on Families and Caregivers: Families and caregivers, already burdened with care responsibilities, face additional challenges in finding appropriate services, contributing to increased stress and potential caregiving errors.
- e) Financial and Operational Impact on ABI Resources: As a provider, ABI Resources has suffered considerable financial losses due to decreased client engagement and an increased administrative burden. This situation stems directly from the unavailability of the provider directory, which hinders our ability to efficiently connect with potential clients.
- f) Administrative Burdens and Resource Diversion: The lack of a central, accessible directory has led to an excessive administrative load, diverting critical resources from our core mission of providing care.

Proposed Solutions and Steps to Address the Issue:

- 1) Immediate Disclosure and Accessibility: We request the immediate release of the Medicaid ABI Waiver Program Directory of Providers, ensuring it

is readily accessible to all stakeholders, particularly the public and vulnerable populations.

- 2) Commitment to Transparency: The DSS should commit to ongoing transparency in all aspects of the ABI Waiver Program, including regular updates and easy access to all program-related information.
- 3) Constructive Dialogue and Rectification: ABI Resources seeks to engage in a constructive dialogue with the DSS to discuss the implications of this concealment and explore potential avenues for rectifying the financial and operational impacts.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member



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11/16/2023

Subject: Formal Complaint and Request for Immediate Clarification on
Unauthorized Care Management Consultation Services in ABI Waiver Program 1.

To: All pertinent departments within the state of Connecticut,

Connecticut Department of Social Services and Relevant Oversight Bodies

I am writing on behalf of ABI Resources to express grave concerns and urgently seek detailed clarification on practices we have observed within the Medicaid Acquired Brain Injury (ABI) Waiver Program, particularly in ABI Waiver Program 1. Our complaint specifically focuses on what appears to be an unauthorized provision of care management consultation services in Program 1, a practice traditionally and explicitly designated for Program 2 under existing guidelines. This letter outlines our observations, the potential negative impacts on our business operations and our consumers, and our urgent requests for resolution

Key concerns and grievances:

1. Unauthorized Consultation Services: The core of our concern lies in the apparent provision of care management consultation services to consumers in ABI Waiver Program 1. This practice is not authorized under the current program guidelines and represents a significant breach of protocol,

raising serious concerns about compliance and oversight within the program.

2. Lack of Clarity and Transparency in Program Administration: The sudden and unexplained introduction of these services in Program 1 has created an atmosphere of confusion and uncertainty. We seek immediate and detailed clarification from the Department on whether there have been any recent changes to the scope or administration of ABI Waiver Program 1 that would authorize such services.
3. Improper Recommendations for Program Transitions: Additionally, we have noted instances where care managers are inappropriately advising Program 1 consumers to transition to Program 2. This advice, given without proper authority or assessment, potentially disrupts the tailored care plans crucial for the recovery of individuals with acquired brain injuries.

In-Depth Analysis of Impact on ABI Resources and Consumers:

1. Operational and Strategic Challenges: The introduction of potentially unauthorized services has disrupted our strategic planning and operational execution. It has forced us to reevaluate our service delivery models and resource allocation, potentially leading to inefficiencies and diminished care quality.
2. Risk to Consumer Trust and Quality of Care: The ambiguity surrounding these services risks damaging the trust that consumers and their families have in the system. It raises concerns about the appropriateness of care

provided, which is essential for effective recovery and rehabilitation in ABI cases.

3. Market Imbalance and Competitive Disadvantage: This situation creates an unfair market environment. Providers adhering to the guidelines may be at a disadvantage compared to those who are offering these additional, potentially unauthorized services. This not only affects our competitive position but also skews the overall market dynamics in ABI care services.

Specific Requests for Resolution and Enhanced Transparency:

1. Comprehensive Investigation and Clear Communication: We request an immediate, comprehensive investigation into the provision of care management consultation services in ABI Waiver Program 1, accompanied by clear communication on any policy adjustments.
2. Immediate Enforcement of Compliance: We urge the prompt enforcement of existing program guidelines and the cessation of any unauthorized practices.
3. Proactive Support and Guidance for All Stakeholders: We advocate for the development of support and guidance initiatives for both service providers and consumers to navigate these changes effectively, ensuring everyone is fully informed about their rights and the services available.
4. Corrective Measures for Non-Compliance: Implementation of corrective actions, including disciplinary measures, against entities found in violation of program rules, to maintain the integrity and effectiveness of the program.

Conclusion:

ABI Resources is deeply committed to providing high-quality care within the ABI Waiver Program framework. The current situation, marked by potential unauthorized practices, poses significant challenges to our operations and the well-being of our consumers. We trust that the Connecticut Department of Social Services and relevant oversight bodies will address these issues with the urgency and thoroughness they demand, ensuring the program's integrity and efficacy. We look forward to a swift, detailed, and transparent response to this critical issue.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services
Connecticut Attorney General's Office
Connecticut Commission on Human Rights and Opportunities
Connecticut Office of the Healthcare Advocate
Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member



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>

11/16/2023

Subject: Formal Complaint Regarding Unethical Practices and Possible Kickback Schemes in ABI Waiver Program.

To: All pertinent departments within the state of Connecticut,

I am David Medeiros from ABI Resources, and I present this document to voice our serious concerns about certain activities within the Medicaid Acquired Brain Injury (ABI) Waiver program. These activities, which appear to breach ethical standards and potentially violate Medicaid regulations, require immediate scrutiny and action.

Examination of the ABI Waiver Program's Framework:

The ABI Waiver Program, established under sections 17b-260a-1 to 17b-260a-17 of the Connecticut State Agencies regulations, is designed to offer nonmedical, home, and community-based services to eligible individuals with an ABI. This program emphasizes the need for cost-effective services, personalized care, and adherence to strict qualifications for providers, ensuring that the services provided meet the highest ethical and professional standards.



Conflicts Arising from Service Provision:

Dual Service Conflict:

In the context of the ABI Waiver Program, a significant conflict has emerged due to an agency providing both Clinical Behavioral Therapy (CBT) and daily non-medical services to the same group of consumers. This situation raises several concerns:

Therapeutic Recommendations Overlapping with Financial Interests:

There is an apparent alignment of therapeutic recommendations with the agency's financial interests. The agency uses the platform of CBT sessions to recommend additional non-medical services that it also provides. This practice suggests a dual benefit for the agency, where it gains financially from both therapy sessions and the subsequent non-medical services.

Influence on Consumer Choice:

The dual role of the agency potentially influences consumer choice, where therapeutic sessions, which should be neutral and solely in the interest of the Consumer's health, may be used to steer consumers towards additional services provided by the same agency. This situation can lead to biased recommendations that may not always be in the best interest of the consumer.

Cycle of Service Provision and Financial Gain:

There is a creation of a cycle wherein the agency, through its provision of CBT, identifies or creates a need for additional services, fulfills these needs through its non-medical services arm, and consequently benefits financially. This cycle raises questions about the objectivity of the service recommendations and the potential for unnecessary or excessive services being provided.

Potential for Overutilization of Services:

This overlap in services could lead to overutilization, where consumers receive more services than are necessary, leading to increased costs for the Medicaid program.

Ethical Implications:

The practice blurs the lines between therapeutic need and financial gain, potentially compromising the ethical standards expected in healthcare and social service provision.

These concerns necessitate a thorough examination to ensure that services provided under the ABI Waiver Program are free from conflicts of interest, maintain the highest ethical standards, and truly serve the best interests of the consumers.

Manipulative Consumer Steering and Personnel Poaching:

Directing Consumer Choices:

The conduct of the agency's Clinical Behavioral Therapy (CBT) providers has raised significant concerns regarding the manipulation of Consumer choices. This issue manifests in several ways:

Targeted Referrals:

CBT providers are reportedly channeling consumers towards the agency's own non-medical services. This practice goes beyond the realm of impartial medical advice, as it systematically directs consumers to services that benefit the agency financially, rather than based on the unbiased assessment of Consumer needs.

Influence on Consumer Decision-Making:

This approach potentially undermines the autonomy of consumers in making informed decisions about their care. By directing consumers towards specific services, there's a risk that consumers are being provided a narrowed view of available options, influenced more by the agency's financial interests than by Consumer welfare.

Questionable Ethical Practices:

The behavior of these CBT providers raises ethical questions, particularly regarding the integrity of their recommendations. It potentially violates the principle of acting in the best interests of the Consumer, a cornerstone of healthcare and therapeutic professions.

Unfair Competitive Tactics:

The agency's practices extend beyond Consumer manipulation, affecting the broader operational dynamics within the industry:

Staff Poaching:

Reports indicate that the agency has engaged in poaching staff from other providers. This action not only disrupts the operations of other agencies but also indicates a strategic approach to weaken competition and consolidate the agency's position in the market.

Disruption of Industry Standards:

Such tactics contribute to an uneven playing field, where ethical providers adhering to fair hiring practices are disadvantaged. This behavior can lead to a destabilization of the market, with one agency gaining undue advantage and influence.

Impact on Service Quality:

The poaching of staff may lead to a shortage of skilled professionals in other agencies, potentially affecting the quality of care and services provided to consumers across the industry.

These practices of manipulative Consumer steering and personnel poaching call for an in-depth review to ensure that the ABI Waiver Program operates in a fair, ethical, and competitive environment, where Consumer welfare and industry standards are upheld.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, Clinical Behavioral Therapy (CBT) professionals, and care management consultants reveal possible mechanisms of kickback arrangements. This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where CBT professionals and care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that CBT professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the

integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing and service utilization, where Consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.

The existence of these indicators necessitates a thorough investigation to ascertain the presence of kickback arrangements and to evaluate their impact on the Medicaid program's ethical standards and financial integrity. It is imperative to ensure that all practices within the ABI Waiver Program align with legal and ethical guidelines, safeguarding the program's integrity and the wellbeing of its beneficiaries.

Impact on ABI Resources:

Revenue Reduction

Consumer Diversion Impact:

ABI Resources has experienced a significant downturn in revenue, which can be directly attributed to the diversion of consumers towards the agency in question. This diversion likely results from the alleged unethical steering and manipulative practices, leading to a reduced Consumer base for ABI Resources.

Financial Viability Threatened:

The reduction in revenue poses a threat to the financial viability and sustainability of ABI Resources, impacting our ability to provide quality care and services to our consumers.

Operational Cost Surge:

Increased Marketing Expenditures: In an effort to counteract the loss of consumers and to rebuild our Consumer base, ABI Resources has had to significantly increase our investment in marketing. These additional expenses are necessary to communicate our commitment to ethical practices and quality care to the community.

Legal and Consultation Fees:

Addressing these unethical practices and exploring legal avenues for recourse has led to increased spending on legal consultations and related services. These expenditures are essential for navigating the complexities of the situation and seeking justice, but they also divert resources from other operational areas.

Consumer Relationship Erosion:

Loss of Trust and Business: The most profound impact has been on our established Consumer relationships. The manipulative practices of the agency in question have led to a loss of trust among our consumers, as they are steered away from ABI Resources. This erosion of trust is deeply concerning, as it undermines the long-standing relationships we have built based on care, integrity, and ethical service provision.

Reputation Damage:

The wider implications of these practices in the industry have led to a tarnished reputation, not just for the agency in question, but for service providers in general, including ABI Resources. Restoring our reputation in the wake of these events is a significant challenge, requiring substantial effort and resources.

The cumulative effect of these impacts on ABI Resources is profound, affecting not just our financial stability but also our reputation and, most importantly, our ability to serve our consumers effectively. It is imperative that these issues are addressed comprehensively to restore the integrity of service provision within the ABI Waiver Program and to protect agencies like ours that are committed to ethical practices.

Formal Requests Thorough Examination and Compliance Review:

Comprehensive Investigation:

We formally request a complete and thorough examination of the outlined practices. This investigation should encompass all entities involved, including the service provider, CBT professionals, and care management consultants.

Medicaid Compliance Review:

A detailed review of Medicaid compliance is crucial to determine if these practices violate Medicaid regulations and standards.

Application of Corrective and Disciplinary Measures:

Immediate Corrective Action: Upon confirmation of these practices, we strongly advocate for swift implementation of corrective measures to address and rectify the identified issues.

Disciplinary Proceedings:

We also call for appropriate disciplinary actions against any parties found to be complicit in these unethical practices, in accordance with legal and regulatory guidelines.

Review and Revision of Policies and Oversight:

Policy Overhaul:

A comprehensive review and subsequent revision of existing policies within the ABI Waiver Program is necessary. This review should focus on closing loopholes that allow for such unethical practices and ensuring robust safeguards against future violations.

Enhanced Oversight Mechanisms:

We propose the establishment or enhancement of oversight mechanisms within the ABI Waiver Program to ensure ongoing compliance with ethical and legal standards.

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member



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Fax: (860) 465-9591

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11/20/2023

Subject Complaint and Request for Clarity Regarding Rental Agreements in the Medicaid ABI Waiver Program 1 and 2.

To: All pertinent departments within the state of Connecticut,

As a stakeholder in the Medicaid Acquired Brain Injury (ABI) Waiver Program, we, David Medeiros and ABI Resources, wish to raise a serious concern and request clarity regarding a critical issue impacting consumers and service providers within the program.

Key Grievance and Request:

We have observed a growing trend where consumers of the ABI Waiver Program are being locked into rental agreements with agency service providers or their business partners. These arrangements appear to significantly restrict consumer choice and freedom, creating a monopolistic environment detrimental to both consumers and independent service providers like ABI Resources.

Concerns:

Restricted Consumer Choice: Consumers are often coerced into staying with a particular agency due to fears of losing their housing, and belongings, or causing



inconvenience to roommates. This undermines the fundamental principle of consumer choice and control in the ABI Waiver Program.

Fear of Repercussions:

Many consumers feel trapped, unable to voice concerns about neglect or abuse due to the fear of losing their housing or facing other retaliatory actions.

Isolation from Advocacy and Assistance:

These rental agreements may isolate consumers from external resources and advocacy groups, further reducing their ability to seek help or change service providers.

Monopolistic Practices:

Such arrangements foster a monopolistic marketplace, hindering the ability of independent providers like ABI Resources to compete fairly and offer services to consumers.

Financial Concerns:

These rental agreements often involve dual payments - for waiver program services and rent - potentially leading to financial improprieties, especially when both payments are sourced from state or federal funding.

Request for Action:

Investigation into Legal and Ethical Violations:

We request a thorough investigation into these practices for potential violations of consumer rights, anti-trust laws, and Medicaid regulations.

Transparency and Regulatory Oversight:

There is a need for greater transparency and oversight in how rental agreements are managed within the ABI Waiver Program to ensure they do not conflict with program objectives or consumer rights.

Guidance and Policy Review:

We seek clear guidance on acceptable practices regarding rental agreements and the integration of housing with service provision.

Support for Affected Service Providers:

We request consideration of the adverse impact these practices have on service providers like ABI Resources, who strive to offer competitive and consumer-focused services.

Your prompt attention to this matter is crucial for maintaining the integrity of the ABI Waiver Program and the well-being of its consumers.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, and care management consultants reveal possible mechanisms of kickback arrangements.

This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing, service utilization, and rental arrangements where consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.

The existence of these indicators necessitates a thorough investigation to ascertain the presence of kickback arrangements and to evaluate their impact on the Medicaid program's ethical standards and financial integrity. It is imperative to ensure that all practices within the ABI Waiver Program align with legal and ethical guidelines, safeguarding the program's integrity and the wellbeing of its beneficiaries.

Impact on ABI Resources:

Revenue Reduction

Consumer Diversion Impact:

ABI Resources has experienced a significant downturn in revenue, which can be directly attributed to the diversion of consumers towards the agencies in question. This diversion likely results from the alleged unethical steering and manipulative practices, leading to a reduced Consumer base for ABI Resources.

Financial Viability Threatened:

The reduction in revenue poses a threat to the financial viability and sustainability of ABI Resources, impacting our ability to provide quality care and services to our consumers.

Operational Cost Surge:

Increased Marketing Expenditures:

In an effort to counteract the loss of consumers and to rebuild our Consumer base, ABI Resources has had to significantly increase our investment in

marketing. These additional expenses are necessary to communicate our commitment to ethical practices and quality care to the community.

Legal and Consultation Fees:

Addressing these unethical practices and exploring legal avenues for recourse has led to increased spending on legal consultations and related services. These expenditures are essential for navigating the complexities of the situation and seeking justice, but they also divert resources from other operational areas.

Consumer Relationship Erosion:

Loss of Trust and Business:

The most profound impact has been on our established Consumer relationships. The manipulative practices of the agency in question have led to a loss of trust among our consumers, as they are steered away from ABI Resources. This erosion of trust is deeply concerning, as it undermines the long-standing relationships we have built based on care, integrity, and ethical service provision.

Reputation Damage:

The wider implications of these practices in the industry have led to a tarnished reputation, not just for the agency in question, but for service providers in general, including ABI Resources. Restoring our reputation in the wake of these events is a significant challenge, requiring substantial effort and resources.

The cumulative effect of these impacts on ABI Resources is profound, affecting not just our financial stability but also our reputation and, most importantly, our ability to serve our consumers effectively. It is imperative that these issues are addressed comprehensively to restore the integrity of service provision within the

ABI Waiver Program and to protect agencies like ours that are committed to ethical practices.

Formal Requests Thorough Examination and Compliance Review:

Comprehensive Investigation:

We formally request a complete and thorough examination of the outlined practices. This investigation should encompass all entities involved, including the agency service provider and care management consultants.

Medicaid Compliance Review:

A detailed review of Medicaid compliance is crucial to determine if these practices violate Medicaid regulations and standards.

Review and Revision of Policies and Oversight:

Policy Overhaul:

A comprehensive review and subsequent revision of existing policies within the ABI Waiver Program is necessary. This review should focus on closing loopholes that allow for such unethical practices and ensuring robust safeguards against future violations.

Enhanced Oversight Mechanisms:

We propose the establishment or enhancement of oversight mechanisms within the ABI Waiver Program to ensure ongoing compliance with ethical and legal standards.

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

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I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications

have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member





United States Department of Justice
Civil Rights Division
civilrights.justice.gov

Thank you for submitting a report to the Civil Rights Division.

Report successfully submitted



Your record number is: **376153-JVL**

Save report

What to expect

① We review your report

Our specialists in the Civil Rights Division carefully read every report to identify civil rights violations, spot trends, and determine if we have authority to help with your report.

② Our specialists determine the next step

We may decide to:

Open an investigation or take some other action within the legal authority of the Justice Department.

Collect more information before we can look into your report.

Recommend another government agency that can properly look into your report. If so, we'll let you know.

In some cases, we may determine that we don't have legal authority to handle your report and will recommend that you seek help from a private lawyer or local legal aid organization.

③ When possible, we will follow up with you

We do our best to let you know about the outcome of our review. However, we may not always be able to provide you with updates because:

We're actively working on an investigation or case related to your report.

We're receiving and actively reviewing many requests at the same time.

If we are able to respond, we will contact you using the contact information you provided in this report. Depending on the type of report, response times can vary. If you need to reach us about your report, please refer to your report number when contacting us. This is how we keep track of your submission.

What you can do next

① Contact local legal aid organizations or a lawyer if you haven't already

Legal aid offices or members of lawyer associations in your state may be able to help you with your issue.

American Bar Association, visit www.americanbar.org/groups/legal_services/flh-home or call (800) 285-2221

Legal Services Corporation (or Legal Aid Offices), to help you find a legal aid lawyer in your area visit www.lsc.gov/find-legal-aid

② Get help immediately if you are in danger

If you reported an incident where you or someone else has experienced or is still experiencing physical harm or violence, or are in immediate danger, please call **911** and contact the police.

Your submission

Contact

Contact information

Your name

David MEDEIROS

Email address

aabiwr@live.com

Phone number

8604633638

Address

215 Mountain St

-

Willimantic, Connecticut 06226

Are you now or have ever been an active duty service member?

No

Primary concern**What is your primary reason for contacting the Civil Rights Division?**

Discriminated against in a commercial location or public place

Location**Please choose the type of location that best describes where the incident happened**

Other

-

Where did this happen?

Organization name

950 Pennsylvania Avenue, NW, Washington, DC 20530

Address

950 Pennsylvania Avenue, NW, Washington, DC 20530

-

Washington, Washington

Personal characteristics**Do you believe any of these personal characteristics influenced why you were treated this way?**

Disability (including temporary or recovered and including HIV and drug addiction)

Date**When did this happen?**

11/25/2023

Personal description**In your own words, describe what happened**

57 page report has been submitted.

Date: 11/24/2023

Complaint and Urgent Request for Federal Intervention in Addressing Systemic Rights Violations in Connecticut.

To: All Relevant Federal Authorities and Departments, United States of America.

Subject: Urgent Call for Federal Action Against Systemic Rights Violations in Connecticut.

Dear Esteemed Officials,

I am writing to you as the founder and leader of ABI Resources, a Connecticut-based company dedicated to assisting individuals with disabilities under the Federally Funded Medicaid ABI Waiver Program. This letter serves as both an expression of grave concern and an urgent request for immediate federal intervention regarding ongoing systemic rights violations within the state of Connecticut.

These violations, perpetrated by state authorities and overlooked by federal entities, are infringing upon not only my rights as a disabled business owner but also those of the community we ardently serve.

Our efforts to address these challenges have been consistently impeded by the inherent complexity, exorbitant costs, and prolonged timeframes required to navigate the existing systems. A conspicuous lack of federal oversight in Connecticut's allocation and use of federal funds has facilitated the perpetuation of these infringements without repercussion.

Enclosed, you will find a comprehensive report delineating the specifics of these violations, our concerted efforts to bring them to light, and the lackluster response from federal agencies thus far. This situation flagrantly contradicts the foundational principles of justice and equity and stands in stark opposition to the laws enacted to protect the rights of disabled individuals.

I implore you to conduct a thorough examination of this report and to undertake prompt and decisive action. The exigency for more accessible advocacy for individuals with disabilities, and the imperative for direct federal intervention in the oversight of Connecticut's management of federal funds, cannot be overstated. The rights and welfare of numerous individuals hinge on your immediate and effective response.

This matter transcends mere mismanagement of federal funds by a state; it epitomizes a more profound failure within our federal system to protect its most vulnerable citizens. As a disabled entrepreneur, I have encountered numerous barriers which have been exacerbated, rather than mitigated, by the very systems designed for support.

The evidence presented in the report reveals a pervasive pattern of neglect, indicative of a systemic issue that demands your immediate and undivided attention.

The very foundations of our society—justice, equity, and equitable treatment under the law—are at risk. I urge you not only to consider the contents of this report but to act with the urgency and seriousness it rightfully commands.

The future of ABI Resources, the individuals we support, and the commitment of our federal system to its disabled citizens rest in your capable hands. I have confidence in your willingness to redress these injustices and to prevent such oversights from recurring.

While the immediate issues originate from actions taken by the Connecticut government, the overarching failure at the federal level has allowed these challenges to proliferate. The systemic issues we are currently grappling with are a direct consequence of inadequate federal oversight and a lack of accountability in ensuring state compliance with federal standards.

Therefore, the responsibility for our current situation rests not solely with Connecticut but is fundamentally a federal issue. It is a failure on the part of the United States to effectively monitor, regulate, and intervene when necessary, leading to the violation of our rights and the undermining of our operations.

This situation demands more than mere acknowledgment; it necessitates immediate and decisive federal action. The well-being of countless individuals with disabilities, reliant on services such as those provided by ABI Resources, is in jeopardy.

In this urgent appeal, I highlight issues of paramount public interest, reflecting a troubling lack of transparency and accountability within Connecticut's administration of the Medicaid ABI Waiver Program. The enclosed report

elucidates potential civil rights violations and instances of government overreach, profoundly affecting the disabled community we serve. These concerns are not just administrative discrepancies but suggest deeper systemic misconduct.

Our extensive documentation raises serious questions about potential corruption, ethical violations, and financial mismanagement within state-run programs. These issues, if left unaddressed, could signify a blatant disregard for legal standards and the well-being of our society's most vulnerable members. As a whistleblower exposing these malpractices, I anticipate that this letter will resonate with your commitment to justice and equity.

Moreover, the lack of decisive action in face of these allegations may set a troubling legal precedent, undermining the very foundation of judicial review and democratic oversight. This situation warrants immediate scrutiny, as it involves not only potential discrimination and inequality against individuals with disabilities but also raises significant public safety risks. The failure to ensure the proper use of federal funds and to protect the rights of disabled citizens highlights a concerning trend of privacy infringements and personal rights violations.

As someone at the forefront of addressing these challenges, I have witnessed firsthand the detrimental effects of such systemic issues on our clients and their families. It's not merely a matter of policy failure; it's a matter of failing those who rely on us for support and protection. The responsibility to rectify these issues lies not only with the state of Connecticut but also at the federal level, where a more robust oversight mechanism is urgently needed.

In conclusion, the situation we are confronting is not an isolated incident but a manifestation of national concern. It demands more than passive acknowledgment; it requires proactive and decisive federal intervention. The

well-being of countless individuals, dependent on the integrity and efficacy of our federal and state systems, hangs in the balance.

I beseech you to acknowledge the gravity of this situation and the federal government's role in its development. It is imperative that the United States assume responsibility for these systemic failures and implement tangible solutions.

I thank you for your consideration of this critical matter and await your prompt response. I am prepared to provide any additional information or assistance as required.

Best regards, David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member



Provider Profile

State of Connecticut
Department of Developmental Services
460 Capitol Avenue, Hartford, CT 06106

Accepting new individuals? Yes
Accepting individuals to Day Programs? **Yes**
Accepting individuals to Residential Programs? **Yes**

Project SEARCH Internship Program: **No**

Corporation Type: S Corp

People Served: 25 to 100 people

Supported Living Group LLC, The

PIN: 3977

113 School Street

Danielson

CT 06239

Phone: (860) 774-3400

Fax : (860) 412-9232

Toll Free:

Web Address: www.slg-ct.com

TD Phone:

Contact Information

	<u>Contact Name</u>	<u>Telephone Number - Extension</u>	<u>Email Address</u>
Director:	Christopher Brisson	-	cbrisson@slg-ct.com
Main Contact:	Jamie Arber	(860) 481-2213	jarber@slg-ct.com
Medicaid:	Kimberly Brisson	(860) 933-6284	kbrisson@slg-ct.com
Provider Admin:	Kimberly Brisson	(860) 933-6284	kbrisson@slg-ct.com
EVV Contact:	Kelly Gardner	(860) 933-8943	kgardner@slg-ct.com

CE Contact:

Provider Administrator is the staff responsible for managing access to the DDS applications (WEBRESDAY, IP6) for their agency.

Qualified to provide the following services to individuals with intellectual disability:

Family Supports	☐ Blended Supports ☐ Companion Supports ☒ Individualized Day Support	☒ Personal Supports ☐ Respite ☒ Transportation
Individualized Home Supports	☒ Individualized Home Supports (IHS) ☒ Individualized Home Supports (IHS) - 2 ☒ Individualized Home Supports (IHS) - 3	
Supports in a Day Program	☐ Customized Employment Supports ☐ Group Day Services (DSO) ☐ Group Supported Employment ☒ Individualized Supported Employment	☒ Prevocational Services ☐ Senior Supports ☐ Employment Transitional Services
Supports in a Residential Facility	☐ Community Companion Home ☐ Community Living Arrangement ☐ Continuous Residential Support	☐ Live-in Caregiver ☐ Shared Living ☐ Remote Supports
Consultant Services	☐ Health Care Coordination ☐ Behavioral Support Services ☐ Positive Behavior Support (PBS) ☐ Applied Behavior Analysis (ABA)	☐ Interpreter Services ☐ Nutrition
Other Services	☐ Assisted Living ☐ Assistive Technology ☐ Adult Day Health ☐ Camp ☐ Home Delivered Meals	☐ Parenting Support ☐ Independent Support Broker (FICS) ☐ Peer Support ☐ Contracting Provider for Nursing Supports



Provider Profile

State of Connecticut
Department of Developmental Services
460 Capitol Avenue, Hartford, CT 06106

Towns Served

ANDOVER	ASHFORD	AVON	BROOKLYN	CANTERBURY	COLUMBIA	DEEP RIVER
EAST HARTFORD	ELLINGTON	ENFIELD	FARMINGTON	GRISWOLD	GROTON	HARTFORD
KILLINGLY	MANCHESTER	MIDDLETOWN	NEW BRITAIN	NEW LONDON	NORWICH	PLAINFIELD
PLAINVILLE	POMFRET	PUTNAM	SCOTLAND	SIMSBURY	STERLING	THOMPSON
VOLUNTOWN	WATERTOWN	WEST HARTFORD	WESTBROOK	WILLINGTON	WINDHAM	WINDSOR
WINDSOR LOCKS	WOODSTOCK					

Provider Description

Information provided by the provider describing their agency:

The Supported Living Group (SLG) has provided quality individualized community integrated support services across CT since it was founded by its President, Christopher Brisson, on May 1st, 2006. The mission of SLG is to empower and assist every individual that we support to achieve their hopes, dreams, and life goals through the provision of Connecticut's most innovative and person focused support services. SLG's support services are provided by highly trained and professionally supervised support professionals who facilitate individual success and goal achievement each and every day.

Profile Last Update: 6/7/2022

Quality Profile

[Link to Quality Profile](#)

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop C5-11-06
Baltimore, Maryland 21244-1850



Office of Strategic Operations and Regulatory Affairs / Freedom of Information Group

Request has been assigned: Control Number **111920237002** and PIN **29MK**

11/24/2023

David MEDEIROS.
ABI Resources LLC
215 Mountain St
Willimantic, CT 06226

Dear Mr. Medeiros:

This letter is to acknowledge receipt of your Freedom of Information Act (FOIA) (5 U.S.C. § 552) request and to provide you with a tracking number. The Centers for Medicare & Medicaid Services (CMS) received your FOIA request on **November 20, 2023**, pertaining to **“Cognitive Behavioral Services Behavior Analysts in Medicaid ABI Waiver”**.

To check the status of your request as it is being processed, please refer to the CMS FOIA website at <https://foia-request.cms.gov/check-status> and enter the control number and PIN (listed at the top of the page) that has been assigned to your request.

Once we complete our initial analysis of your request, we will initiate a search for responsive records. If, however, we determine that your request needs clarification, we will contact you. Additionally, if our searching units advise us that you have requested a voluminous number of records that requires extensive search, production, and review, we will contact you to discuss options for narrowing the scope to process your request as quickly and efficiently as possible.

Please note that CMS receives a very high volume of FOIA requests. The following unusual circumstances, as defined by 5 USC § 552(a)(6), may affect our ability to fulfill a FOIA request within 20 business days. These include circumstances such as (1) the request requires us to search for and collect records from multiple components and/or field offices; (2) the request involves a voluminous number of records that must be located, compiled, transferred to this office, and reviewed. In addition, given our high volume of requests, and in accordance with federal regulations, our processing policy includes factors such as the date and complexity of the request.

The FOIA assumes that requesters are willing to pay fees up to \$25.00. If estimated fees to process your request exceed \$25.00, we will notify you and may suspend processing until we receive written confirmation that you are willing to pay the estimated fees. Additionally, if the estimated fees exceed \$250.00, the law authorizes us to collect the fees *in advance* of processing the request.

If your request sought a fee waiver or expedited processing, we will send additional communication to provide you with our determination decision(s).

If you are not satisfied with any aspect of the processing and handling of this request, please contact Angelica Holland.

You also have the right to seek dispute resolution services from:

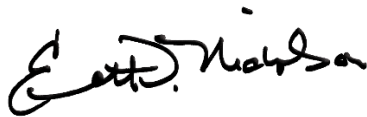
Joseph Tripline
CMS FOIA Public Liaison
Centers for Medicare & Medicaid Services
7500 Security Blvd., MS C5-11-06
Baltimore, Maryland 21244-1850
Telephone: (410) 786-5353 fax (443)-380-8871

and/or:

Office of Government Information Services
National Archives and Administration
8601 Adelphi Road – OGIS
College Park, MD 20740-6001

Telephone: 202-741-5770
Toll-Free: 1-877-684-6448
E-mail: ogis@nara.gov
Fax: 202-741-5769

Sincerely yours,

A handwritten signature in black ink, appearing to read "Emmett Nicholson". The signature is stylized with a large, looped initial "E" and a cursive "Nicholson".

Emmett Nicholson
Director Division of FOIA Analysis – C
Freedom of Information Group

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop C5-11-06
Baltimore, Maryland 21244-1850



Office of Strategic Operations and Regulatory Affairs / Freedom of Information Group

Request has been assigned: Control Number **111920237006** and PIN **FT9V**

11/24/2023

David MEDEIROS.
ABI Resources LLC
215 Mountain St
Willimantic, CT 06226

Dear Mr. Medeiros.

This letter is to acknowledge receipt of your Freedom of Information Act (FOIA) (5 U.S.C. § 552) request and to provide you with a tracking number. The Centers for Medicare & Medicaid Services (CMS) received your FOIA request on **November 21, 2023**, pertaining to **“Medicaid Acquired Brain Injury (ABI) Waiver Programs”**.

To check the status of your request as it is being processed, please refer to the CMS FOIA website at <https://foia-request.cms.gov/check-status> and enter the control number and PIN (listed at the top of the page) that has been assigned to your request.

Once we complete our initial analysis of your request, we will initiate a search for responsive records. If, however, we determine that your request needs clarification, we will contact you. Additionally, if our searching units advise us that you have requested a voluminous number of records that requires extensive search, production, and review, we will contact you to discuss options for narrowing the scope to process your request as quickly and efficiently as possible.

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If your request sought a fee waiver or expedited processing, we will send additional communication to provide you with our determination decision(s).

If you are not satisfied with any aspect of the processing and handling of this request, please contact Angelica Holland.

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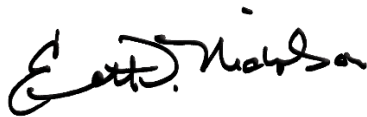
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Telephone: 202-741-5770
Toll-Free: 1-877-684-6448
E-mail: ogis@nara.gov
Fax: 202-741-5769

Sincerely yours,

A handwritten signature in black ink, appearing to read "Emmett Nicholson". The signature is stylized with a large, looped initial "E" and a cursive "Nicholson".

Emmett Nicholson
Director Division of FOIA Analysis – C
Freedom of Information Group

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>

Date: 11/24/2023

Complaint and Urgent Request for Federal Intervention in Addressing Systemic Rights Violations in Connecticut.

To: All Relevant Federal Authorities and Departments, United States of America.

Subject: Urgent Call for Federal Action Against Systemic Rights Violations in Connecticut.

Dear Esteemed Officials,

I am writing to you as the founder and leader of ABI Resources, a Connecticut-based company dedicated to assisting individuals with disabilities under the Federally Funded Medicaid ABI Waiver Program. This letter serves as both an expression of grave concern and an urgent request for immediate federal intervention regarding ongoing systemic rights violations within the state of Connecticut.

These violations, perpetrated by state authorities and overlooked by federal entities, are infringing upon not only my rights as a disabled business owner but also those of the community we ardently serve.



Our efforts to address these challenges have been consistently impeded by the inherent complexity, exorbitant costs, and prolonged timeframes required to navigate the existing systems. A conspicuous lack of federal oversight in Connecticut's allocation and use of federal funds has facilitated the perpetuation of these infringements without repercussion.

Enclosed, you will find a comprehensive report delineating the specifics of these violations, our concerted efforts to bring them to light, and the lackluster response from federal agencies thus far. This situation flagrantly contradicts the foundational principles of justice and equity and stands in stark opposition to the laws enacted to protect the rights of disabled individuals.

I implore you to conduct a thorough examination of this report and to undertake prompt and decisive action. The exigency for more accessible advocacy for individuals with disabilities, and the imperative for direct federal intervention in the oversight of Connecticut's management of federal funds, cannot be overstated. The rights and welfare of numerous individuals hinge on your immediate and effective response.

This matter transcends mere mismanagement of federal funds by a state; it epitomizes a more profound failure within our federal system to protect its most vulnerable citizens. As a disabled entrepreneur, I have encountered numerous barriers which have been exacerbated, rather than mitigated, by the very systems designed for support.

The evidence presented in the report reveals a pervasive pattern of neglect, indicative of a systemic issue that demands your immediate and undivided attention.

The very foundations of our society – justice, equity, and equitable treatment under the law – are at risk. I urge you not only to consider the contents of this report but to act with the urgency and seriousness it rightfully commands.

The future of ABI Resources, the individuals we support, and the commitment of our federal system to its disabled citizens rest in your capable hands. I have confidence in your willingness to redress these injustices and to prevent such oversights from recurring.

While the immediate issues originate from actions taken by the Connecticut government, the overarching failure at the federal level has allowed these challenges to proliferate. The systemic issues we are currently grappling with are a direct consequence of inadequate federal oversight and a lack of accountability in ensuring state compliance with federal standards.

Therefore, the responsibility for our current situation rests not solely with Connecticut but is fundamentally a federal issue. It is a failure on the part of the United States to effectively monitor, regulate, and intervene when necessary, leading to the violation of our rights and the undermining of our operations.

This situation demands more than mere acknowledgment; it necessitates immediate and decisive federal action. The well-being of countless individuals with disabilities, reliant on services such as those provided by ABI Resources, is in jeopardy.

In this urgent appeal, I highlight issues of paramount public interest, reflecting a troubling lack of transparency and accountability within Connecticut's administration of the Medicaid ABI Waiver Program. The enclosed report

elucidates potential civil rights violations and instances of government overreach, profoundly affecting the disabled community we serve. These concerns are not just administrative discrepancies but suggest deeper systemic misconduct.

Our extensive documentation raises serious questions about potential corruption, ethical violations, and financial mismanagement within state-run programs. These issues, if left unaddressed, could signify a blatant disregard for legal standards and the well-being of our society's most vulnerable members. As a whistleblower exposing these malpractices, I anticipate that this letter will resonate with your commitment to justice and equity.

Moreover, the lack of decisive action in face of these allegations may set a troubling legal precedent, undermining the very foundation of judicial review and democratic oversight. This situation warrants immediate scrutiny, as it involves not only potential discrimination and inequality against individuals with disabilities but also raises significant public safety risks. The failure to ensure the proper use of federal funds and to protect the rights of disabled citizens highlights a concerning trend of privacy infringements and personal rights violations.

As someone at the forefront of addressing these challenges, I have witnessed firsthand the detrimental effects of such systemic issues on our clients and their families. It's not merely a matter of policy failure; it's a matter of failing those who rely on us for support and protection. The responsibility to rectify these issues lies not only with the state of Connecticut but also at the federal level, where a more robust oversight mechanism is urgently needed.

In conclusion, the situation we are confronting is not an isolated incident but a manifestation of national concern. It demands more than passive acknowledgment; it requires proactive and decisive federal intervention. The

well-being of countless individuals, dependent on the integrity and efficacy of our federal and state systems, hangs in the balance.

I beseech you to acknowledge the gravity of this situation and the federal government's role in its development. It is imperative that the United States assume responsibility for these systemic failures and implement tangible solutions.

I thank you for your consideration of this critical matter and await your prompt response. I am prepared to provide any additional information or assistance as required.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member



Comprehensive Grievance Report and Request for Clarity.

**Addressing Issues within the Connecticut Medicaid
Acquired Brain Injury (ABI) Waiver Program.**



Whistleblower Report Prepared by:

David Medeiros and ABI Resources LLC

Date: November 21, 2023

**ABI Resources LLC
39 Kings Hwy STE C
Gales Ferry, CT. 06226
860 942-0365**

Introduction

Title: Comprehensive Grievance Report and Request for Clarity / Whistleblower Report, ABI Resources LLC

Date: November 21, 2023

Prepared by: David Medeiros and ABI Resources LLC

Overview of ABI Resources LLC:

ABI Resources LLC, a dedicated service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program, is committed to delivering exceptional care to individuals with acquired brain injuries. Our mission is to ensure effective rehabilitation and community reintegration for our clients through specialized programs.

Purpose of the Document:

This report is a formal consolidation of grievances faced by ABI Resources LLC within the Connecticut Medicaid ABI Waiver Program. It aims to address these concerns with the relevant authorities, advocating for change and improvement.

Summary of Grievances

1. **Discriminatory Business Practices**: ABI Resources LLC has faced inequities in Medicaid referrals, experiencing marginalization and an unfair distribution of referrals.
2. **Service and Intervention Plans**: Concerns about non-receipt of essential service and intervention plans, impacting operational and financial integrity.
3. **Concealment of Public Information**: The Medicaid ABI Waiver Program Directory of Providers has been concealed, affecting the ability of individuals to make informed decisions and impacting ABI Resources.
4. **Unauthorized Care Management Services**: Issues regarding unauthorized provision of care management consultation services in ABI Waiver Program 1.
5. **Unethical Practices and Possible Kickback Schemes**: Concerns about conflicts of interest and unethical practices, including potential kickback arrangements.
6. **Rental Agreements in Medicaid ABI Waiver Program**: Issues regarding rental agreements that restrict consumer choice and freedom, creating a monopolistic environment.

Detailed Grievances and Concerns

Grievance 1: Discriminatory Unfair Business Practices

- Page 7
- **Overview:** ABI Resources LLC has faced significant challenges due to inequitable Medicaid referral processes. Specific instances include a noticeable decrease in referrals compared to other providers, suggesting a biased distribution that disadvantages our clients and organization.
- **Proposed Solutions:** We advocate for a transparent, equitable referral system, periodic audits of referral practices, and a review of policies to ensure fair treatment of all service providers in the ABI Waiver Program.

Grievance 2: Service and Intervention Plans

- **Overview:** There have been instances where ABI Resources LLC did not receive essential service and intervention plans on time. This lack of timely information compromises our ability to provide effective care and maintain financial integrity.
- **Proposed Solutions:** Implementation of a streamlined, reliable process for the timely delivery of service and intervention plans, and clear communication channels between providers and program administrators.

Grievance 3: Concealment of Public Information

- **Overview:** The Medicaid ABI Waiver Program Directory of Providers has not been made adequately available, limiting the ability of individuals to make informed choices and affecting our visibility in the program.

- **Proposed Solutions:** Ensure the directory is publicly accessible, regularly updated, and transparent, allowing clients to make informed choices about their care providers.

Grievance 4: Unauthorized Care Management Services

- **Overview:** Concerns about unauthorized provision of care management consultation services in ABI Waiver Program 1, which may contravene established protocols.
- **Proposed Solutions:** Investigate and rectify instances of unauthorized services, and reinforce compliance with program guidelines and standards.

Grievance 5: Unethical Practices and Possible Kickback Schemes

- **Overview:** Alarming indications of conflicts of interest and unethical practices within the program, including potential kickback arrangements, have been observed.
- **Proposed Solutions:** Conduct a thorough investigation into these practices, establish stricter oversight mechanisms, and enforce ethical standards across the program.

Grievance 6: Rental Agreements in Medicaid ABI Waiver Program

- **Overview:** The current structure of rental agreements within the program restricts consumer choice and freedom, creating a monopolistic environment detrimental to clients and providers.
- **Proposed Solutions:** Review and revise rental agreement policies to promote fair competition and consumer choice, ensuring transparency and ethical practice in housing arrangements.

Call to Action and Recommendations

Immediate Actions Required

1. **Review of Referral Processes:** An immediate audit and review of the referral processes within the Connecticut Medicaid ABI Waiver Program to ensure fairness and transparency.
2. **Timely Delivery of Service Plans:** Establish protocols to guarantee the timely delivery of service and intervention plans to all providers.
3. **Accessibility of Provider Directory:** Immediate action to make the ABI Waiver Program's Provider Directory fully accessible and transparent to clients and providers.

Long-term Systemic Recommendations

1. **Policy Overhaul:** A comprehensive review and overhaul of policies governing referral processes, service plan distributions, and care management services.
2. **Enhanced Oversight and Accountability:** Implementing stricter oversight mechanisms and accountability measures to prevent unethical practices and potential conflicts of interest.
3. **Consumer Choice in Rental Agreements:** Reforming rental agreement policies to promote fair competition, consumer choice, and transparency within the program.

These actions and reforms are vital for maintaining the integrity of the Connecticut Medicaid ABI Waiver Program and ensuring equitable treatment and high-quality care for all clients.

Conclusion

This report, prepared by David Medeiros and ABI Resources LLC, comprehensively outlines several critical grievances faced within the Connecticut Medicaid ABI Waiver Program. These issues, ranging from discriminatory business practices to the concealment of public information, unauthorized services, and potential unethical practices, significantly impact the quality of care provided to individuals with acquired brain injuries and the operational integrity of service providers like ABI Resources LLC.

The call for action is clear and urgent. Immediate steps, as outlined in this report, are necessary to address these grievances, followed by a commitment to long-term systemic improvements. Only through transparent, fair, and ethical practices can the program truly fulfill its mission of supporting and rehabilitating individuals with acquired brain injuries.

We urge the responsible authorities to consider these grievances seriously and take prompt, effective action. The wellbeing of many individuals and the effectiveness of the ABI Waiver Program depend on these crucial improvements.



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>

10/31/2023

Subject: Formal Grievance Concerning Discriminatory Unfair Business Practices within the Connecticut Medicaid ABI Waiver Program

To: All pertinent departments within the state of Connecticut,

I trust this correspondence reaches you in excellent health and high spirits. My name is David Medeiros, and I am addressing you in my capacity as a concerned business owner, resident, and individual with a disability residing in the state of Connecticut. I have the honor of leading ABI Resources, a distinguished service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.

I find myself compelled to highlight and formally complain about a series of blatant and persistent inequities pertaining to discriminatory business practices occurring under the aegis of the aforementioned program. Despite my multiple, concerted efforts to engage in constructive dialogue with the Connecticut Department of Social Services, addressing these grave concerns has been met with a disconcerting lack of engagement and rectification. This situation has had a deleterious impact not only on the operations of ABI Resources but also on the well-being and quality of service accessible to the disabled individuals we are committed to serving.

Key Concerns and Grievances:

a) **Medicaid Referrals:**

b) **Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency**

a) **Medicaid Referrals:**

There is a prevailing lack of transparency and an apparent bias in the Medicaid referral processes within the ABI Waiver Program. ABI Resources, despite an unwavering commitment to excellence in service delivery, has been unfairly marginalized, resulting in an unequal and unjust distribution of referrals.

Addressing issues of transparency, bias, and unfair marginalization in Medicaid referrals, particularly within the Acquired Brain Injury (ABI) Waiver Program, is crucial to ensuring equitable access to quality healthcare services for all eligible individuals. ABI Resources and similar service providers play a vital role in supporting individuals with acquired brain injuries, and it is essential that they are treated fairly in the referral process to continue their commitment to excellence in service delivery.

Potential Steps to Address the Issue:

Increase Transparency:

Implement a transparent referral process where criteria for referrals are clearly defined and made publicly available.

Establish a monitoring system to track and publish referral data, including the number of referrals made to each service provider and the reasons for referral decisions.

Conduct an Independent Audit:

Hire an independent entity to conduct a thorough review of the Medicaid referral processes within the ABI Waiver Program to identify any biases or unfair practices.

The audit should also evaluate the performance and quality of services provided by ABI Resources and other service providers to ensure that referrals are based on merit and the ability to meet the needs of individuals with acquired brain injuries.

Implement a Fair and Equitable Referral System:

Develop a standardized and objective referral system that ensures all service providers are evaluated based on the same criteria.

Consider incorporating a randomized component to the referral process to prevent bias and ensure a fair distribution of referrals.

Engage Stakeholders:

Create a platform for open dialogue between Medicaid officials, service providers, individuals with acquired brain injuries, and their families to discuss concerns related to the referral process.

Use feedback from stakeholders to continuously improve the referral system and address any emerging issues.

Provide Training and Education:

Offer training to Medicaid officials and other stakeholders involved in the referral process to raise awareness about potential biases and the importance of a fair and equitable system.

Educate service providers about the referral process, criteria for referrals, and steps they can take if they believe they have been treated unfairly.

Establish a Complaint and Appeal Process:

Create a clear and accessible complaint and appeal process for service providers who believe they have been unfairly marginalized in the referral process.

Ensure that complaints are thoroughly investigated and that corrective action is taken when warranted.

Promote Accountability:

Hold Medicaid officials and other stakeholders accountable for ensuring a fair and transparent referral process.

Implement consequences for individuals or entities found to be engaging in biased or unfair practices.

Regularly Review and Update Policies:

Conduct regular reviews of referral policies and procedures to ensure they remain up-to-date, fair, and transparent.

Update policies as needed to address any identified issues and to adapt to changing needs and circumstances.

Addressing the issues of transparency, bias, and unfair marginalization in Medicaid referrals within the ABI Waiver Program is essential to ensuring that all eligible individuals have equal access to high-quality services. It is imperative that service providers like ABI Resources are treated fairly and equitably in the referral process to uphold the integrity of the healthcare system and to foster trust among all stakeholders. Implementing the above steps could contribute significantly to creating a more transparent, fair, and equitable referral system, ultimately benefiting individuals with acquired brain injuries and the service providers dedicated to supporting them.

b) Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency

Provider: A Medicaid service agency provider is offering financial incentives to consumers, leading to an imbalance in the competitive landscape. This kind of practice can indeed raise serious ethical, legal, and fairness concerns.

Ethical Concerns:

Conflicts of Interest: Financial incentives could create a conflict of interest, where the provider's financial gain takes precedence over the best interests of the consumer.

Bias and Unfairness: It could lead to bias in referrals, favoring certain providers over others irrespective of the quality of services they offer.

Erosion of Trust: Such practices can erode trust in the Medicaid system and healthcare providers, as consumers may question the motives behind the services they are being referred to.

Legal Concerns:

Violation of Anti-Kickback Statutes: Providing inducements to influence the referral of services covered by Medicaid can violate anti-kickback statutes, potentially leading to legal actions and penalties.

False Claims Act Violations: If such inducements lead to fraudulent billing or claims, it could result in violations of the False Claims Act.

Non-Compliance with Medicaid Regulations: Medicaid has strict guidelines and regulations to ensure fairness and prevent fraud, and engaging in such practices can result in non-compliance and potential debarment from the program.

Lack of Responsiveness to Complaints and Reports: Our persistent complaints and reports, meticulously documenting these issues, have been met with apathy. There is an alarming deficit in the investigation, redressal, and accountability mechanisms within the system.

Adverse Impacts on ABI Resources:

Financial Duress: The discriminatory practices and referral shortages have placed ABI Resources under significant financial duress, compromising our ability to maintain operational viability and deliver superior services to our clients.

Reputational Harm: The state's nonintervention and perceived partiality have led to an erosion of our reputation. This has resulted in ABI Resources being unjustly perceived as a less favorable service provider, regardless of our commitment to quality and excellence.

Demoralization of Workforce: The protracted nature of these issues has led to a pervasive sense of demoralization among our staff and stakeholders, adversely impacting the morale and efficacy of our organizational operations.

Addressing the Issue:

Regulatory Oversight: There should be strict oversight and monitoring by regulatory bodies to ensure that all Medicaid service agency providers are complying with laws and regulations.

Transparency: Increasing transparency in the referral process can help in ensuring that referrals are made based on the quality of services rather than financial incentives.

Whistleblower Protections: Encouraging whistleblowing and providing protections for whistleblowers can help in uncovering and addressing such unethical practices.

Penalties and Sanctions: Implementing strict penalties and sanctions for those found guilty of engaging in such practices can act as a deterrent.

Public Awareness: Educating consumers about the potential for such conflicts of interest and providing them with information on how to report suspicious activities can empower them to make informed decisions.

Addressing this issue is crucial for maintaining the integrity of the Medicaid program, ensuring that consumers receive the best possible care, and fostering a competitive and fair marketplace for healthcare services.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a

comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member





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>

11/13/2023

Subject: Formal Grievance Complaint Concerning Connecticut Medicaid ABI Waiver Program Service and Intervention Plans.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources, a dedicated provider of essential services to individuals with acquired brain injuries (ABI). This letter serves to formally raise a grievance and file a complaint concerning the serious issue of not receiving Medicaid Acquired Brain Injury (ABI) Waiver Program service and intervention plans from consumer-assigned care management consultants. This situation has gravely impacted the operational and financial integrity of ABI Resources.

As per the stipulations of the ABI Waiver Program, a "Service Plan" is an essential document that outlines the necessary medical and community-based services enabling individuals to live outside institutional settings. The provision of individualized service plans include measurable goals, objectives, and documentation of total service costs.

Additionally, "Intervention Plans," developed by cognitive behaviorists, are crucial in identifying and managing treatment goals and interventions for our

clients. However, despite our repeated efforts and adherence to the required protocols, we have not received these vital documents from care management. The lack of these plans has led to significant operational and financial difficulties for ABI Resources.

Sec. 17b-260a-6. Person-centered planning process (a) The service plan shall be developed based on a person-centered planning model, as described in 42 CFR 441.301(c), as amended from time to time. The individual shall lead the planning process where possible, and in accordance with section 17b-260a-11(a) of the Regulations of Connecticut State Agencies.

6) Prohibit providers of waiver services for the individual, or those who have an interest in or are employed by a provider of waiver services for the individual, from providing care management or participating in the development of the person-centered service plan;

Key Concerns and Grievances:

Non-Receipt of Essential Documents: Despite adherence to protocol, ABI Resources has not received the mandated individualized service and intervention plans, which include measurable goals and objectives for the consumers we serve. Furthermore, the necessary intervention plans developed by cognitive behaviorists, which outline treatment goals and interventions, have also not been provided by care management.

Concerns: Impact on Daily Support Staff and Program Consumers

In addition to the aforementioned issues, the absence of these critical Medicaid ABI Waiver Program plans has significantly affected our daily support staff and, consequently, the consumers of the program.

Impact on Daily Support Staff:

Lack of Clear Direction: Without structured plans, staff members struggle to provide focused and effective services, as they lack clear guidelines and objectives.

Increased Workload and Stress: The ambiguity surrounding treatment goals and methods has led to an increased workload and heightened stress levels among staff, impacting their well-being and job satisfaction.

Professional Inefficiency: Staff are unable to utilize their skills and training effectively, leading to professional dissatisfaction.

Difficulty in Tracking Progress: The absence of measurable goals makes it challenging for staff to track and report on client progress accurately.

Risk of Non-Compliance: Without proper guidelines, there is an increased risk of non-compliance with regulatory standards, potentially leading to legal and ethical issues.

Reduced Team Morale: The overall uncertainty and increased challenges have adversely affected team morale and cohesion.

Impact on Consumers of the Program:

Inconsistent Service Quality: Consumers face variability in the quality of care received, as staff members lack consistent plans to guide their services.

Slowed Progress: The absence of structured goals and interventions can slow down or hinder the progress and rehabilitation of consumers.

Reduced Confidence in Services: Consumers and their families may lose confidence in the quality and effectiveness of the services provided.

Increased Vulnerability: Consumers, particularly those with severe conditions, become more vulnerable due to the lack of tailored, goal-oriented care.

Potential for Unmet Needs: Without specific plans, some needs of consumers may remain unidentified and unaddressed, leading to gaps in care.

Emotional and Psychological Impact: The inconsistency and uncertainty in care can have adverse emotional and psychological effects on consumers.

These challenges not only make the daily responsibilities of our care providers more arduous but also critically undermine the quality of care and support we can offer to our consumers. It is imperative that these issues be addressed immediately to ensure the well-being of both our staff and the consumers who rely on our services.

Adverse Impacts on ABI Resources:

The cumulative effect of these issues has placed ABI Resources in a precarious financial and operational position.

Financial Losses: The absence of these critical documents has led to substantial financial losses, severely hampering our ability to function effectively.

Staffing Challenges: The lack of structured plans has created many challenges for our service providers and as a result, we have faced significant staffing issues, including layoffs and the challenges to maintain essential personnel.

Client Impact: Our capacity to offer consistent and high-quality services has been compromised, leading to a loss of clients and a tarnishing of our reputation.

Administrative Burden: The lack of structured plans has resulted in an increased administrative load, as we strive to manage without proper guidance.

Overall Business Impact: These compounded issues threaten the viability of ABI Resources and our mission to serve those in need.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The

equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member



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11/15/2023

Subject: Formal Grievance and Complaint Regarding the Concealment of Public Information: Medicaid ABI Waiver Program Directory of Providers.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources to express our formal grievance and file a complaint regarding the handling of the Medicaid Acquired Brain Injury (ABI) Waiver Program by the Connecticut Department of Social Services (DSS). Specifically, our complaint centers on the apparent concealment of the Medicaid ABI Waiver Program Directory of Providers, a critical public resource.

Key Concerns and Grievances:

- a) Denial of Public Access to Information: The DSS managed Medicaid ABI Waiver Program Directory of Providers is public information, rightfully accessible to all. Its concealment not only violates the principles of transparency and public service but also directly impacts those in dire need of these services.
- b) Inaccessibility to Vulnerable Populations: The absence of accessible information severely restricts the ability of individuals with acquired brain



injuries, their families, and caregivers to make informed decisions regarding care and support. This lack of access is particularly detrimental, given the complex needs of this population.

- c) Increased Risk and Exploitation: Without knowledge of accredited and reputable providers, vulnerable individuals are at a heightened risk of exploitation and subpar services, which can lead to adverse health outcomes.
- d) Unnecessary Strain on Families and Caregivers: Families and caregivers, already burdened with care responsibilities, face additional challenges in finding appropriate services, contributing to increased stress and potential caregiving errors.
- e) Financial and Operational Impact on ABI Resources: As a provider, ABI Resources has suffered considerable financial losses due to decreased client engagement and an increased administrative burden. This situation stems directly from the unavailability of the provider directory, which hinders our ability to efficiently connect with potential clients.
- f) Administrative Burdens and Resource Diversion: The lack of a central, accessible directory has led to an excessive administrative load, diverting critical resources from our core mission of providing care.

Proposed Solutions and Steps to Address the Issue:

- 1) Immediate Disclosure and Accessibility: We request the immediate release of the Medicaid ABI Waiver Program Directory of Providers, ensuring it

is readily accessible to all stakeholders, particularly the public and vulnerable populations.

- 2) Commitment to Transparency: The DSS should commit to ongoing transparency in all aspects of the ABI Waiver Program, including regular updates and easy access to all program-related information.
- 3) Constructive Dialogue and Rectification: ABI Resources seeks to engage in a constructive dialogue with the DSS to discuss the implications of this concealment and explore potential avenues for rectifying the financial and operational impacts.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member



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11/16/2023

Subject: Formal Complaint and Request for Immediate Clarification on
Unauthorized Care Management Consultation Services in ABI Waiver Program 1.

To: All pertinent departments within the state of Connecticut,

Connecticut Department of Social Services and Relevant Oversight Bodies

I am writing on behalf of ABI Resources to express grave concerns and urgently seek detailed clarification on practices we have observed within the Medicaid Acquired Brain Injury (ABI) Waiver Program, particularly in ABI Waiver Program 1. Our complaint specifically focuses on what appears to be an unauthorized provision of care management consultation services in Program 1, a practice traditionally and explicitly designated for Program 2 under existing guidelines. This letter outlines our observations, the potential negative impacts on our business operations and our consumers, and our urgent requests for resolution

Key concerns and grievances:

1. Unauthorized Consultation Services: The core of our concern lies in the apparent provision of care management consultation services to consumers in ABI Waiver Program 1. This practice is not authorized under the current program guidelines and represents a significant breach of protocol,

raising serious concerns about compliance and oversight within the program.

2. Lack of Clarity and Transparency in Program Administration: The sudden and unexplained introduction of these services in Program 1 has created an atmosphere of confusion and uncertainty. We seek immediate and detailed clarification from the Department on whether there have been any recent changes to the scope or administration of ABI Waiver Program 1 that would authorize such services.
3. Improper Recommendations for Program Transitions: Additionally, we have noted instances where care managers are inappropriately advising Program 1 consumers to transition to Program 2. This advice, given without proper authority or assessment, potentially disrupts the tailored care plans crucial for the recovery of individuals with acquired brain injuries.

In-Depth Analysis of Impact on ABI Resources and Consumers:

1. Operational and Strategic Challenges: The introduction of potentially unauthorized services has disrupted our strategic planning and operational execution. It has forced us to reevaluate our service delivery models and resource allocation, potentially leading to inefficiencies and diminished care quality.
2. Risk to Consumer Trust and Quality of Care: The ambiguity surrounding these services risks damaging the trust that consumers and their families have in the system. It raises concerns about the appropriateness of care

provided, which is essential for effective recovery and rehabilitation in ABI cases.

3. Market Imbalance and Competitive Disadvantage: This situation creates an unfair market environment. Providers adhering to the guidelines may be at a disadvantage compared to those who are offering these additional, potentially unauthorized services. This not only affects our competitive position but also skews the overall market dynamics in ABI care services.

Specific Requests for Resolution and Enhanced Transparency:

1. Comprehensive Investigation and Clear Communication: We request an immediate, comprehensive investigation into the provision of care management consultation services in ABI Waiver Program 1, accompanied by clear communication on any policy adjustments.
2. Immediate Enforcement of Compliance: We urge the prompt enforcement of existing program guidelines and the cessation of any unauthorized practices.
3. Proactive Support and Guidance for All Stakeholders: We advocate for the development of support and guidance initiatives for both service providers and consumers to navigate these changes effectively, ensuring everyone is fully informed about their rights and the services available.
4. Corrective Measures for Non-Compliance: Implementation of corrective actions, including disciplinary measures, against entities found in violation of program rules, to maintain the integrity and effectiveness of the program.

Conclusion:

ABI Resources is deeply committed to providing high-quality care within the ABI Waiver Program framework. The current situation, marked by potential unauthorized practices, poses significant challenges to our operations and the well-being of our consumers. We trust that the Connecticut Department of Social Services and relevant oversight bodies will address these issues with the urgency and thoroughness they demand, ensuring the program's integrity and efficacy. We look forward to a swift, detailed, and transparent response to this critical issue.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services
Connecticut Attorney General's Office
Connecticut Commission on Human Rights and Opportunities
Connecticut Office of the Healthcare Advocate
Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
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11/16/2023

Subject: Formal Complaint Regarding Unethical Practices and Possible Kickback Schemes in ABI Waiver Program.

To: All pertinent departments within the state of Connecticut,

I am David Medeiros from ABI Resources, and I present this document to voice our serious concerns about certain activities within the Medicaid Acquired Brain Injury (ABI) Waiver program. These activities, which appear to breach ethical standards and potentially violate Medicaid regulations, require immediate scrutiny and action.

Examination of the ABI Waiver Program's Framework:

The ABI Waiver Program, established under sections 17b-260a-1 to 17b-260a-17 of the Connecticut State Agencies regulations, is designed to offer nonmedical, home, and community-based services to eligible individuals with an ABI. This program emphasizes the need for cost-effective services, personalized care, and adherence to strict qualifications for providers, ensuring that the services provided meet the highest ethical and professional standards.



Conflicts Arising from Service Provision:

Dual Service Conflict:

In the context of the ABI Waiver Program, a significant conflict has emerged due to an agency providing both Clinical Behavioral Therapy (CBT) and daily non-medical services to the same group of consumers. This situation raises several concerns:

Therapeutic Recommendations Overlapping with Financial Interests:

There is an apparent alignment of therapeutic recommendations with the agency's financial interests. The agency uses the platform of CBT sessions to recommend additional non-medical services that it also provides. This practice suggests a dual benefit for the agency, where it gains financially from both therapy sessions and the subsequent non-medical services.

Influence on Consumer Choice:

The dual role of the agency potentially influences consumer choice, where therapeutic sessions, which should be neutral and solely in the interest of the Consumer's health, may be used to steer consumers towards additional services provided by the same agency. This situation can lead to biased recommendations that may not always be in the best interest of the consumer.

Cycle of Service Provision and Financial Gain:

There is a creation of a cycle wherein the agency, through its provision of CBT, identifies or creates a need for additional services, fulfills these needs through its non-medical services arm, and consequently benefits financially. This cycle raises questions about the objectivity of the service recommendations and the potential for unnecessary or excessive services being provided.

Potential for Overutilization of Services:

This overlap in services could lead to overutilization, where consumers receive more services than are necessary, leading to increased costs for the Medicaid program.

Ethical Implications:

The practice blurs the lines between therapeutic need and financial gain, potentially compromising the ethical standards expected in healthcare and social service provision.

These concerns necessitate a thorough examination to ensure that services provided under the ABI Waiver Program are free from conflicts of interest, maintain the highest ethical standards, and truly serve the best interests of the consumers.

Manipulative Consumer Steering and Personnel Poaching:

Directing Consumer Choices:

The conduct of the agency's Clinical Behavioral Therapy (CBT) providers has raised significant concerns regarding the manipulation of Consumer choices. This issue manifests in several ways:

Targeted Referrals:

CBT providers are reportedly channeling consumers towards the agency's own non-medical services. This practice goes beyond the realm of impartial medical advice, as it systematically directs consumers to services that benefit the agency financially, rather than based on the unbiased assessment of Consumer needs.

Influence on Consumer Decision-Making:

This approach potentially undermines the autonomy of consumers in making informed decisions about their care. By directing consumers towards specific services, there's a risk that consumers are being provided a narrowed view of available options, influenced more by the agency's financial interests than by Consumer welfare.

Questionable Ethical Practices:

The behavior of these CBT providers raises ethical questions, particularly regarding the integrity of their recommendations. It potentially violates the principle of acting in the best interests of the Consumer, a cornerstone of healthcare and therapeutic professions.

Unfair Competitive Tactics:

The agency's practices extend beyond Consumer manipulation, affecting the broader operational dynamics within the industry:

Staff Poaching:

Reports indicate that the agency has engaged in poaching staff from other providers. This action not only disrupts the operations of other agencies but also indicates a strategic approach to weaken competition and consolidate the agency's position in the market.

Disruption of Industry Standards:

Such tactics contribute to an uneven playing field, where ethical providers adhering to fair hiring practices are disadvantaged. This behavior can lead to a destabilization of the market, with one agency gaining undue advantage and influence.

Impact on Service Quality:

The poaching of staff may lead to a shortage of skilled professionals in other agencies, potentially affecting the quality of care and services provided to consumers across the industry.

These practices of manipulative Consumer steering and personnel poaching call for an in-depth review to ensure that the ABI Waiver Program operates in a fair, ethical, and competitive environment, where Consumer welfare and industry standards are upheld.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, Clinical Behavioral Therapy (CBT) professionals, and care management consultants reveal possible mechanisms of kickback arrangements. This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where CBT professionals and care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that CBT professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the

integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing and service utilization, where Consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.

The existence of these indicators necessitates a thorough investigation to ascertain the presence of kickback arrangements and to evaluate their impact on the Medicaid program's ethical standards and financial integrity. It is imperative to ensure that all practices within the ABI Waiver Program align with legal and ethical guidelines, safeguarding the program's integrity and the wellbeing of its beneficiaries.

Impact on ABI Resources:

Revenue Reduction

Consumer Diversion Impact:

ABI Resources has experienced a significant downturn in revenue, which can be directly attributed to the diversion of consumers towards the agency in question. This diversion likely results from the alleged unethical steering and manipulative practices, leading to a reduced Consumer base for ABI Resources.

Financial Viability Threatened:

The reduction in revenue poses a threat to the financial viability and sustainability of ABI Resources, impacting our ability to provide quality care and services to our consumers.

Operational Cost Surge:

Increased Marketing Expenditures: In an effort to counteract the loss of consumers and to rebuild our Consumer base, ABI Resources has had to significantly increase our investment in marketing. These additional expenses are necessary to communicate our commitment to ethical practices and quality care to the community.

Legal and Consultation Fees:

Addressing these unethical practices and exploring legal avenues for recourse has led to increased spending on legal consultations and related services. These expenditures are essential for navigating the complexities of the situation and seeking justice, but they also divert resources from other operational areas.

Consumer Relationship Erosion:

Loss of Trust and Business: The most profound impact has been on our established Consumer relationships. The manipulative practices of the agency in question have led to a loss of trust among our consumers, as they are steered away from ABI Resources. This erosion of trust is deeply concerning, as it undermines the long-standing relationships we have built based on care, integrity, and ethical service provision.

Reputation Damage:

The wider implications of these practices in the industry have led to a tarnished reputation, not just for the agency in question, but for service providers in general, including ABI Resources. Restoring our reputation in the wake of these events is a significant challenge, requiring substantial effort and resources.

The cumulative effect of these impacts on ABI Resources is profound, affecting not just our financial stability but also our reputation and, most importantly, our ability to serve our consumers effectively. It is imperative that these issues are addressed comprehensively to restore the integrity of service provision within the ABI Waiver Program and to protect agencies like ours that are committed to ethical practices.

Formal Requests Thorough Examination and Compliance Review:

Comprehensive Investigation:

We formally request a complete and thorough examination of the outlined practices. This investigation should encompass all entities involved, including the service provider, CBT professionals, and care management consultants.

Medicaid Compliance Review:

A detailed review of Medicaid compliance is crucial to determine if these practices violate Medicaid regulations and standards.

Application of Corrective and Disciplinary Measures:

Immediate Corrective Action: Upon confirmation of these practices, we strongly advocate for swift implementation of corrective measures to address and rectify the identified issues.

Disciplinary Proceedings:

We also call for appropriate disciplinary actions against any parties found to be complicit in these unethical practices, in accordance with legal and regulatory guidelines.

Review and Revision of Policies and Oversight:

Policy Overhaul:

A comprehensive review and subsequent revision of existing policies within the ABI Waiver Program is necessary. This review should focus on closing loopholes that allow for such unethical practices and ensuring robust safeguards against future violations.

Enhanced Oversight Mechanisms:

We propose the establishment or enhancement of oversight mechanisms within the ABI Waiver Program to ensure ongoing compliance with ethical and legal standards.

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

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Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member





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11/20/2023

Subject Complaint and Request for Clarity Regarding Rental Agreements in the Medicaid ABI Waiver Program 1 and 2.

To: All pertinent departments within the state of Connecticut,

As a stakeholder in the Medicaid Acquired Brain Injury (ABI) Waiver Program, we, David Medeiros and ABI Resources, wish to raise a serious concern and request clarity regarding a critical issue impacting consumers and service providers within the program.

Key Grievance and Request:

We have observed a growing trend where consumers of the ABI Waiver Program are being locked into rental agreements with agency service providers or their business partners. These arrangements appear to significantly restrict consumer choice and freedom, creating a monopolistic environment detrimental to both consumers and independent service providers like ABI Resources.

Concerns:

Restricted Consumer Choice: Consumers are often coerced into staying with a particular agency due to fears of losing their housing, and belongings, or causing

inconvenience to roommates. This undermines the fundamental principle of consumer choice and control in the ABI Waiver Program.

Fear of Repercussions:

Many consumers feel trapped, unable to voice concerns about neglect or abuse due to the fear of losing their housing or facing other retaliatory actions.

Isolation from Advocacy and Assistance:

These rental agreements may isolate consumers from external resources and advocacy groups, further reducing their ability to seek help or change service providers.

Monopolistic Practices:

Such arrangements foster a monopolistic marketplace, hindering the ability of independent providers like ABI Resources to compete fairly and offer services to consumers.

Financial Concerns:

These rental agreements often involve dual payments - for waiver program services and rent - potentially leading to financial improprieties, especially when both payments are sourced from state or federal funding.

Request for Action:

Investigation into Legal and Ethical Violations:

We request a thorough investigation into these practices for potential violations of consumer rights, anti-trust laws, and Medicaid regulations.

Transparency and Regulatory Oversight:

There is a need for greater transparency and oversight in how rental agreements are managed within the ABI Waiver Program to ensure they do not conflict with program objectives or consumer rights.

Guidance and Policy Review:

We seek clear guidance on acceptable practices regarding rental agreements and the integration of housing with service provision.

Support for Affected Service Providers:

We request consideration of the adverse impact these practices have on service providers like ABI Resources, who strive to offer competitive and consumer-focused services.

Your prompt attention to this matter is crucial for maintaining the integrity of the ABI Waiver Program and the well-being of its consumers.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, and care management consultants reveal possible mechanisms of kickback arrangements.

This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing, service utilization, and rental arrangements where consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.

The existence of these indicators necessitates a thorough investigation to ascertain the presence of kickback arrangements and to evaluate their impact on the Medicaid program's ethical standards and financial integrity. It is imperative to ensure that all practices within the ABI Waiver Program align with legal and ethical guidelines, safeguarding the program's integrity and the wellbeing of its beneficiaries.

Impact on ABI Resources:

Revenue Reduction

Consumer Diversion Impact:

ABI Resources has experienced a significant downturn in revenue, which can be directly attributed to the diversion of consumers towards the agencies in question. This diversion likely results from the alleged unethical steering and manipulative practices, leading to a reduced Consumer base for ABI Resources.

Financial Viability Threatened:

The reduction in revenue poses a threat to the financial viability and sustainability of ABI Resources, impacting our ability to provide quality care and services to our consumers.

Operational Cost Surge:

Increased Marketing Expenditures:

In an effort to counteract the loss of consumers and to rebuild our Consumer base, ABI Resources has had to significantly increase our investment in

marketing. These additional expenses are necessary to communicate our commitment to ethical practices and quality care to the community.

Legal and Consultation Fees:

Addressing these unethical practices and exploring legal avenues for recourse has led to increased spending on legal consultations and related services. These expenditures are essential for navigating the complexities of the situation and seeking justice, but they also divert resources from other operational areas.

Consumer Relationship Erosion:

Loss of Trust and Business:

The most profound impact has been on our established Consumer relationships. The manipulative practices of the agency in question have led to a loss of trust among our consumers, as they are steered away from ABI Resources. This erosion of trust is deeply concerning, as it undermines the long-standing relationships we have built based on care, integrity, and ethical service provision.

Reputation Damage:

The wider implications of these practices in the industry have led to a tarnished reputation, not just for the agency in question, but for service providers in general, including ABI Resources. Restoring our reputation in the wake of these events is a significant challenge, requiring substantial effort and resources.

The cumulative effect of these impacts on ABI Resources is profound, affecting not just our financial stability but also our reputation and, most importantly, our ability to serve our consumers effectively. It is imperative that these issues are addressed comprehensively to restore the integrity of service provision within the

ABI Waiver Program and to protect agencies like ours that are committed to ethical practices.

Formal Requests Thorough Examination and Compliance Review:

Comprehensive Investigation:

We formally request a complete and thorough examination of the outlined practices. This investigation should encompass all entities involved, including the agency service provider and care management consultants.

Medicaid Compliance Review:

A detailed review of Medicaid compliance is crucial to determine if these practices violate Medicaid regulations and standards.

Review and Revision of Policies and Oversight:

Policy Overhaul:

A comprehensive review and subsequent revision of existing policies within the ABI Waiver Program is necessary. This review should focus on closing loopholes that allow for such unethical practices and ensuring robust safeguards against future violations.

Enhanced Oversight Mechanisms:

We propose the establishment or enhancement of oversight mechanisms within the ABI Waiver Program to ensure ongoing compliance with ethical and legal standards.

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services

Connecticut Attorney General's Office

Connecticut Commission on Human Rights and Opportunities

Connecticut Office of the Healthcare Advocate

Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications

have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards,
David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member

