



# House of Representatives

General Assembly

**File No. 387**

February Session, 2026

Substitute House Bill No. 5353

*House of Representatives, April 2, 2026*

The Committee on Government Oversight reported through REP. DATHAN of the 142nd Dist., Chairperson of the Committee on the part of the House, that the substitute bill ought to pass.

## ***AN ACT REQUIRING DATA TRANSPARENCY FOR SELF-DIRECTED HOME CARE PROGRAMS.***

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective July 1, 2026*) (a) As used in this section, (1)  
2 "self-directed home care programs" means Medicaid-funded programs  
3 that allow a consumer to hire a personal care attendant, (2) "consumer"  
4 and "personal care attendants" have the same meanings as provided in  
5 section 17b-706 of the general statutes, and (3) "fiscal intermediary"  
6 means the organization that contracts with the Department of Social  
7 Services to provide payroll, taxes and administrative services for self-  
8 directed home care programs.

9 (b) Except for public records exempted from disclosure under section  
10 1-210 of the general statutes, the Commissioner of Social Services shall  
11 submit quarterly reports with the following information, commencing  
12 with information from the quarterly period beginning on April 1, 2024,  
13 in accordance with the provisions of section 11-4a of the general statutes,

14 to the joint standing committees of the General Assembly having  
15 cognizance of matters relating to human services, labor and government  
16 oversight:

17 (1) The most recent completed audited financial statements of the  
18 fiscal intermediary;

19 (2) All personal care attendant timesheet reports, including, but not  
20 limited to, reports containing the (A) number of weekly consumer-  
21 approved timesheets submitted, (B) number submitted on time, (C)  
22 number resubmitted after correction, (D) number paid on time, (E)  
23 timesheet processing error rate, (F) payroll processing error rate, and (G)  
24 number and amount of penalties levied, on a monthly and weekly basis,  
25 against the fiscal intermediary for violating provisions of the contract  
26 concerning timesheets;

27 (3) All budget, customer service telephone call center and service  
28 level agreement reports;

29 (4) The number of and average response time to general customer  
30 service requests and the amount and number of penalties levied, on a  
31 monthly and weekly basis, against the fiscal intermediary for violations  
32 of the contract concerning response time for customer service requests;  
33 and

34 (5) The (A) number of telephone calls, voice mail messages, electronic  
35 mail and telephonic text messages received from consumers and  
36 personal care attendants, (B) number of instances in which such calls or  
37 messages were responded to in the contractually required time period  
38 and the means of response by the fiscal intermediary, and (C) number  
39 and amount of penalties levied against the fiscal intermediary, on a  
40 monthly and weekly basis, for violations of the provisions of the  
41 contract concerning response time to inquiries from such consumers  
42 and personal care attendants.

This act shall take effect as follows and shall amend the following sections:

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Section 1	July 1, 2026	New section
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**Statement of Legislative Commissioners:**

In Subsec. (a)(3), defining "department" was deleted as unnecessary and a conforming change made to newly designated Subdiv. (3), and in Subsec. (b)(5)(B), "instances in which such calls or messages were" was added for clarity.

**GOS**      *Joint Favorable Subst. -LCO*

The following Fiscal Impact Statement and Bill Analysis are prepared for the benefit of the members of the General Assembly, solely for purposes of information, summarization and explanation and do not represent the intent of the General Assembly or either chamber thereof for any purpose. In general, fiscal impacts are based upon a variety of informational sources, including the analyst's professional knowledge. Whenever applicable, agency data is consulted as part of the analysis, however final products do not necessarily reflect an assessment from any specific department.

**OFA Fiscal Note**

**State Impact:**

Agency Affected	Fund-Effect	FY 27 \$	FY 28 \$
Social Services, Dept.	GF - Cost	Approximately 182,000	Approximately 182,000
State Comptroller - Fringe Benefits <sup>1</sup>	GF - Cost	Approximately 34,000	Approximately 34,000
Resources of the General Fund	GF - Revenue Gain	Approximately 58,000	Approximately 58,000
Department of Developmental Services	GF - Potential Cost	See Below	See Below

Note: GF=General Fund

**Municipal Impact:** None

**Explanation**

The bill results in a cost to the Department of Social Services (DSS) of approximately \$216,000 in both FY 27 and FY 28 and a related federal grants revenue gain of \$58,000 in both years. State costs include \$100,000 for fiscal intermediary (FI) contract increases, as well as funding for one full-time Health Program Associate with an approximate annual salary of \$82,000 (with corresponding fringe of \$34,000) to manage the collection and posting of FI quarterly reports starting from April 1, 2024.

To the extent the Department of Developmental Services (DDS) assists DSS with the collection of report data, the department may incur staffing and/or resource costs.

<sup>1</sup>The fringe benefit costs for most state employees are budgeted centrally in accounts administered by the Comptroller. The estimated active employee fringe benefit cost associated with most personnel changes is 41.82% of payroll in FY 27.

***The Out Years***

The annualized ongoing fiscal impact identified above would continue into the future subject to inflation.

**OLR Bill Analysis****sHB 5353*****AN ACT REQUIRING DATA TRANSPARENCY FOR SELF-DIRECTED HOME CARE PROGRAMS.*****SUMMARY**

This bill requires the Department of Social Services (DSS) to post on its website quarterly reports related to the fiscal intermediary that contracts with the department to provide payroll, tax, and administrative services for self-directed home care programs. These are Medicaid-funded programs that allow a consumer to hire a personal care attendant (PCA). Under the bill, DSS must also submit these reports to the Human Services, Government Oversight, and Labor committees.

The quarterly reports must include certain information to the extent it is not exempt from disclosure under the state's Freedom of Information Act. The bill requires reports to include:

1. the fiscal intermediary's most recent completed audited financial statements;
2. all budget, customer service telephone call center, and service level agreement reports;
3. the number of general customer service requests and average response time;
4. the number of telephone calls, voice mail messages, and email and text messages received from consumers and PCAs, how the fiscal intermediary responded to these messages, and how many were responded to in a contractually required period;
5. the number and amount of penalties levied, on a monthly and weekly basis, against the fiscal intermediary for contract

violations for customer service request response times and PCA and consumer inquiry response times; and

- 6. all PCA timesheet reports.

Under the bill, PCA timesheet reports include:

- 1. the number of weekly consumer-approved timesheets submitted, and how many were submitted on time, resubmitted after correction, or paid on time;
- 2. the timesheet or payroll processing error rate; and
- 3. the number and amount of penalties levied, on a monthly and weekly basis, against the fiscal intermediary for violating contract provisions on timesheets.

Under the bill, this requirement begins with information from the quarter that began April 1, 2024. (The bill does not otherwise set a date by when DSS must begin posting the reports.)

EFFECTIVE DATE: July 1, 2026

**BACKGROUND**

***Related Bills***

SB 498, favorably reported by the Human Services Committee, includes substantially similar provisions (§ 1).

sHB 5003, favorably reported by the Labor Committee, includes substantially similar provisions (§ 25).

**COMMITTEE ACTION**

Government Oversight Committee

Joint Favorable

Yea 12 Nay 0 (03/17/2026)