

# Government Oversight Committee

## JOINT FAVORABLE REPORT

**Bill No:** HB-5353 / [Bill Status](#) / [Public Hearing Testimony](#)

AN ACT REQUIRING DATA TRANSPARENCY FOR SELF-DIRECTED HOME

**Title:** CARE PROGRAMS.

**Vote Date:** 3/17/2026

**Vote Action:** Joint Favorable

**PH Date:** 3/3/2026

**File No.:**

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### SPONSORS OF BILL:

GOS

### REASONS FOR BILL:

HB 5353 requires the Department of Social Services (DSS) to submit quarterly reports to the Government Oversight Committee beginning April 1, 2024, detailing oversight of the fiscal intermediary that administers payroll and related services for self-directed home care programs. These reports must include the intermediary's most recent audited financial statements, comprehensive data on personal care assistant timesheet processing (such as submission volumes, timeliness, error rates, and penalties for contract violations), as well as budget, customer service, and service level performance metrics. Additionally, DSS must report on customer service activity, including response times, volumes of communications (calls, voicemails, emails, and texts), compliance with required response standards, and any penalties assessed for failures to meet contractual obligations.

### SUBSTITUTE LANGUAGE (IF APPLICABLE):

None

### RESPONSE FROM ADMINISTRATION/AGENCY:

#### [Andrea Barton Reeves, Commissioner, Department of Social Services:](#)

While DSS agrees that the fiscal intermediary (FI) should be accountable, responsive, and high performing, they feel that this bill would create more problems than it solves. Ms. Reeves and DSS feel this bill limits flexibility, by putting performance measures into law HB 5253 would make it hard for DSS to update or adjust them as program needs change. The

feel there is risk of misinterpretation by publishing raw data without context could lead to misunderstanding of the FI's performance. They are concerned of threats to services and the added burden and public exposure could cause the current FI, or future vendors, to withdraw, potentially ending self-directed care options for Medicaid participants in Connecticut. DSS is concerned they would need additional staff to compile, review, and redact reports. Ms. Reeves has some privacy concerns in that reports may include protected health information, creating risks of HIPAA violations even with safeguards. DSS supports accountability improvements but believes this bill's reporting requirements are overly rigid, resource intensive, and could harm service availability and participant privacy.

**Jordan A. Scheff, Commissioner, Department of Developmental Services:**

Commissioner Scheff raised concerns about the bill requiring quarterly public reports on the Fiscal Intermediary (FI) for self-directed home care programs. Commissioner Scheff also is concerned about the following; capacity issues, DDS currently lacks the staff and resources needed to collect, review, and report the required data for about 3,000 individuals it supports, resource diversion, the reporting requirements would shift the FI's focus away from its primary responsibility, ensuring accurate and timely payroll for personal care attendants and vendors. DSS is concerned about the impact on service quality. DDS worries that adding new reporting obligations could slow ongoing efforts to fix payroll and customer service issues. Financial implications: The FI would likely need additional funding to handle the extra workload. DDS is concerned about operational impacts and prefers further discussion rather than implementing the bill as written. DDS supports improving services but believes the bill's reporting requirements would strain resources, distract from critical payroll functions, and require additional funding.

**NATURE AND SOURCES OF SUPPORT:**

**Marlene Chickerella, Connecticut Chair, HCAOA The Home Care Association of**

**America (HCAOA):** Connecticut, representing 100+ home care agencies, supports the bill requiring greater oversight and transparency of the state's fiscal intermediary (FI) in self-directed home care programs. The bill would require quarterly reports on finances, payroll, service performance, and compliance, helping ensure the FI is held accountable. HCAOA states that Personal Care Assistants (PCAs) have experienced late or missing paychecks, leaving caregivers unpaid for completed work, this bill would help with that. HCAOA feels the self-directed model has "hidden costs" and gives it a competitive advantage over agency-based care, which bears full employer responsibilities and expenses. Agencies provide critical services—recruitment, training, supervision, benefits, and backup care—especially for clients unable to manage caregivers themselves (e.g., seniors with dementia). The bill highlights the need for higher Medicaid reimbursement rates to sustain and grow the home care workforce. HCAOA supports HB 5353 because it would improve oversight of the payroll system, protect workers, promote fairness between care models, and strengthen the overall home care system.

**John Carmichael, Chief Executive Officer, GT Independence:** GT Independence, the Fiscal Intermediary for Connecticut's self-directed home care programs, supports the goal of HB 5353 to improve transparency and accountability but emphasizes that many reporting systems and oversight measures are already in place and actively used by the Department of Social Services. The organization highlights its role in ensuring payroll, compliance, and

administrative support for thousands of participants and caregivers, noting that during recent program transitions and system misalignments, it prioritized uninterrupted and accurate worker pay while collaborating with the state to fix data and authorization issues. GT argues that transparency should be paired with accurate, aligned data systems and shared responsibility among stakeholders, warning that raw or fragmented reporting could be misleading. It recommends careful implementation of the bill with collaborative rulemaking, continued system improvements, and recognition of factors outside the FI's control, while reaffirming its commitment to reliable payroll, program integrity, and ongoing partnership with the state.

**Diedre Murch, Home Care Director & Vice President SEIU District 1199 NE:** Ms. Murch strongly supports HB 5353, citing years of ongoing payroll failures that have left thousands of Personal Care Assistants (PCAs) underpaid or unpaid, causing severe hardships such as eviction, homelessness, and medical crises. She highlights that in late 2024 alone, over 5,000 paychecks were incorrect or missing, with some workers still unpaid months later, and criticizes both the fiscal intermediary, GT Independence, for poor performance despite rising profits, and the Department of Social Services for lack of communication and abrupt policy changes that worsened payment issues. Murch argues that these systemic failures demonstrate the urgent need for mandated transparency, including regular reporting on payroll accuracy, service performance, and error rates, asserting that HB 5353 is necessary to ensure accountability and protect workers and the vulnerable individuals they serve.

#### **NATURE AND SOURCES OF OPPOSITION:**

None

**Reported by: Clerk- Greg Wolff  
Assistant Clerk- Mike Hamann**

**Date: 3/20/26**