



*Connecticut Association of Area Agencies on Aging:
Agency on Aging of South Central CT
North Central Area Agency on Aging
Western CT Area Agency on Aging
Senior Resources - Agency on Aging Eastern CT
Southwestern CT Agency on Aging*
www.AgingCT

Special Act 22-12 A task force to study issues

concerning homemaker-companion agencies.

The Connecticut Agencies on Aging advocate for older residents and offer supportive services designed to improve the quality of life for older adults. In this role, we contract with homemaker and companion agencies to provide non-medical services under the Older Americans Act and the Medicaid waivers.

We believe that transparency is the best business strategy for Connecticut home care providers. Clearly and concisely describing the services available through a non-medical model is essential to identify the right mix of services to meet client needs. The complexity around regulations and requirements can be overwhelming for clients and caregivers. We would also advocate for a direct pathway to resolve issues between clients and homecare agencies. Very few clients recognize the Department of Consumer Protection as the department of cognizance for appeals, complaints or issues related to home care. The Department of Social Services plays a huge role in credentialing providers for the Medicaid waivers, one of the largest sources of payment for non-medical home care. This adds to the confusion with another agency and perceived authority to seek resolution for a complaint.

Finally, we support the Alzheimer's Association and the Commission of Women, Children, Seniors, Equity & Opportunity in the call to recognize agencies willing to be trained and certified in strategies that lead to higher quality of care for dementia clients. Over 35% of clients in the Medicaid waiver have a diagnosis that includes dementia. Training could support State rebalancing efforts and enhance quality care.

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