

COMMISSION ON ENHANCING AGENCY OUTCOMES

Ideas

12/14/ 09 public hearing testimony

Idea
A. LongTerm Care Costs: CoA did assessment with UConn—they have concrete recommendations
B. CoA: endorses PRI recommendation to review Southbury property usage
C. CoA: Implement 2 drug recycling bills (could lead to quick savings; 1/3 homes don't do)
D. CoA: Fall Prevention program saves money
E. CoA: maximize federal funds
F. CoA: Was asked about and had ideas about organization of DSS
G. Sheila Amdur for Keep the Promise Coalition: avoid quick fixes; go beyond conventional wisdom. The more we can be population focused, that is good. Don't use New Mexico as example of successful mega-contracting process; it failed. She said she doesn't think the state is collecting what it should; not sure there is incentive to collect what is owed to state
H. Ron Cretaro: Noted the POS task force as having some good come out of it Noted passage of something last session that created Non-profit Collaboration Incentive Group—involves grants and OPM. OPM is working on guidelines that will help coordinate services (focus on back office, purchase buildings, etc. He noted a 27 year partnership with CHA—have been in purchasing coops to do joint buying Had no new ideas, but thought the greater the investment the state can make in community based services and working on internal process for state contracts, there could be savings. He thinks Human Services Cabinet was good—current administration doesn't use.
I. CCPA: make reports to state agencies consistent OPM had been working on something recently that was very good, but most of them just retired
J. Sal Luciano—said during SEBAC negotiations, they tried to negotiate way for frontline employees through their unions, to make suggestions—Management didn't go along with Get State Contract Standards Board up and running-that would help, but Gov. Rell hasn't made appointments yet. Shadow government—lots of money spent on private contracts and state doesn't have handle on numbers of contracts. Issue of not beefing up DRS audit unit to increase tax collection. Another example is the cutting of the DSS Fraud Unit (the employee award program for ideas was mentioned; according to Luciano, some awards actually given but ideas not implemented.
K. Tom Austin from CHRO representing his colleagues; could institute a filing fee of \$75 that might dissuade spite complaints, some back and forth about administrative hearing officers and trial referees
L. Hal Smith : All correctional systems have relatively small # of men and women who consume huge resources for health services including mental.
M. Tom Nelson: Apply LEAN to state government.
N. Pitney Bowes: has contracts with states to handle printing and mailing systems—had some fairly big

Idea

savings ideas

Location intelligence software—to guide people to closest services
Also has program to keep up with people moving around so much

O. Pitney Bowes: mentioned multi state contracts available—NASBO NASPO

P. Barry Kasden Pres. Of Bridge Community Support Services

He said out-patient mental health treatment should NOT be done by state agencies.

On the question of why so many nonprofits, he would throw the question back on state agencies—it is reflective of state government reorganizations along the way.

Non profits are way to bring in other revenue streams close to communities---philanthropy. Some NP are 80% state grants—others pull in other funds—local funders like to give to small local groups.

The answer lies in the balance of services between public and NP—once we are clear on that, the solution lies there and can be done without a lot of disruption.

Q. CBIA-Peter Gioia:

*Home Care Alternatives to Nursing Homes (MFP wait lists)

*Prison Recidivism (Fla—character based system—7% recidivism; effective treatment services

*NP vs State Agency

There is a 2.4 to 1 differential. May have been needed in the past when not a lot of NP, but not now
State has huge problems, and hasn't taken a look at itself since HH and Thomas

We are in an unsustainable situation

R. CT Homecare and Hospice—need to close Nursing homes

S. Children's Commission: Online services; Master K can be used well if done by issue; fed funds maximize (agency seems overwhelmed by work to figure out --new approach—"recharacterize funds")

T. Tom Phillips Pres and CEO of WIB (Capitol Workforce Partners)

Improve HS graduation rate.

Human Capital Report Card

Sen. Slossberg asked for detail about duplication in WIA world (I think he mentioned a lot of mandatory partners) Cibes noted OWC submitted report to Majority leader task force about pipeline.

U. Cheryl Martone—parent involved with DCF. DCF makes false reports and orders unnecessary psychological evaluations

V. Tom Gulotta—CT has maximized local involvement and community investors—allows non-profits to provide a \$1.00 of service for \$.60. Question is what services should be provided by nonprofits and what by the state

W. Brian Anderson; DRS tax examiner positions—not enough to audit

Cited OFA Tax expenditure report—why do we give some of these credits?

eliminate CRRRA, because it put out an RFQ in November to privatize Mid-CT

X. Guy Russo: Director Middletown Water and Sewer Department

Essentially he said they could provide water to CVH at a better price (and would want to buy lake or reservoir now owned by state. They already serve CVH for sewer service. He thinks CVH uses 3 FT people to run water system—60-70% higher than what Middletown City water could do it for. CVH and Middletown already use each other as back-up for water.