

Human Services Committee

MEETING MINUTES

Thursday, May 12, 2016

11:00 AM in Room 2D of the LOB

The meeting was called to order by Chairman, Rep. Miner at 11:11 AM.

The following committee members were present:

Rep. Miner announced that Rep. Abercrombie was expected by 11:30, and welcomed everyone.

He asked for a motion to approve the minutes from the January 21, 2016 meeting. The motion was made by Julie Peters and seconded by Kathy Bruni. The minutes were accepted.

The first presentation was given by Julie Robison of the UCONN Center on Aging. She gave an update on the Experience of Care Survey, and provided a page of [questions and answers about the HCBS survey](#). Connecticut is one of nine states that have been given funding from CMS to evaluate a survey to look at the experience of care for people in home and community Based programs. Round one was done 2015 and round two is coming up in the fall. The Center seeks feedback regarding recruitment, who should the survey be given to, etc. how should it be given, from stakeholders for the populations the survey is given to.

The Center on Aging will be interviewing people from the Connecticut Home Care Program for Elders (CHCPE), the Personal Care Attendant (PCA) Waiver, and the Acquired Brain Injury (ABI) Waiver. The survey is focused on the experience with services in home and community based settings.

The first round of the survey did not include proxies and the survey was only valid when questions were answered by the person themselves. It was learned that when only people who can answer for themselves are included, many are left out. It was decided that if the person can answer for themselves, that would be the first choice. If not, another person, who is not a paid provider for the client, can answer.

Mary Waitt noted that she turned down the last survey, as she did not know that there would be one. She also said that her daughter would always answer that things are

perfect, as would Mary's client, whether it is or not. She believes that some sort of notice of the survey should be given prior to it being conducted.

Ms. Robison stated that they also do the survey with the Money Follows the Person (MFP) program, and have found that the survey works well with different populations. She also stated that a letter from DSS and a phone call from the Center on Aging was made to clients prior to the survey. She asked members for their thoughts on the best way to contact clients.

Billye Simmers suggested that both a letter and a call are best. Kathy Bruni said that a joint letter could be sent from both the Center on Aging and DSS to reduce cost. Bill Eller asked that the notification be a throughout explanation of what the survey aims to accomplish, and the setting up of appointments for the interview so that a guardian or conservator can be present. He stated that the ABI group requires a more formal approach.

When asked what the purpose of the survey is, Julie Robison responded that the first round was to validate the survey. The second round is intended to give states a tool to implement as they see fit. Comparisons on data can be made from waiver to waiver, or within a waiver, or from one region or provider to another region or provider, for example.

Kathy Bruni added that all waivers have to meet performance measures, and they are trying to develop performance measures across all waivers. DDS and DMHAS may be interested in using this tool. It will not affect the money for the waivers.

Julie Peters asked if there would be any way to compare a survey of the participant and a survey of the family, as both sets of responses are critical. Ms. Robison replied that they are currently only surveying the participant.

Heather Marquis noted that it would be helpful for providers to know about the survey, as their first instinct will be to protect client information. Kathy Bruni said that it could be given to Allied and emailed to providers.

In answer to a question regarding the selection criteria for the survey, Julie Robison responded that the only criterion is that they are participants on a waiver. Elaine Burns asked if there was a different layer for participants with private providers. Ms. Robison answered that you can either stratify two groups or add a question, and that there could be conversation about what to do.

Julie said that she could send information to Kristen, and that Kristen would send comments back to UConn. Ideas were discussed about how to add a question that would determine if the participant used private providers or not, as conserved people may not understand. Bill Eller suggested that records were used to answer that, rather than a question.

Valerie Gianelli of Allied gave a [presentation](#) on their role in the waivers, explaining that Allied acts as the fiscal intermediary for the Connecticut ABI Waiver program. As such, Allied handles intake of participants and employer training, provider services, payroll and accounts payable and quality assurance for the program.

Julie Peters asked if there is a plan to update the provider directory to make it more accurate. Ms. Gianelli stated that provider information is given in order of the last date it was verified. They are working on establishing an online directory.

Elaine Burns commended Allied on the great job they do with staff. She did, however, mention some concerns with the time it takes to get staff approved. She asked if they have timeframes within which to have certain things accomplished.

It was noted that Allied's contract is not linked to waiver dates.

Mary Waitt brought up her concerns with faxes not getting through, and plans not being updated. Kathy Bruni answered that the electronic system should help with those types of issues. September 1<sup>st</sup> of 2016 is when the electronic system will be up. There will be three ways to submit; 1) by device in the client's home, 2) with a phone app, and 3) by telephone.

Heather Marquis asked how credentialing is done with respects to audits, letters of reference, training. Valerie Gianelli explained that providers are self-employed, but Allied does the pre-hire. Ms. Marquis said she would like to see standards raised across the board.

Elaine Burns said that most families using private providers have very high standards. They do the training. Mary Waitt agreed that the private providers she works with are amazing. Billye Simmers reminded everyone that not all participants have a family that is willing to help train, and some rely very heavily on the PCA.

Heather Marquis suggested that perhaps more training be offered to all providers, but not required.

Elaine asked for an explanation of the approval process for staffing. Ms. Gianelli replied that all providers must meet qualifications before providing services. She said that if anything is needed or preventing a provider from being approved, Allied will usually communicate that within the first five days.

Ms. Burns would like to see timeframes for approvals to be put in the next contract. Kathy Bruni said she would be glad to collect information to include in the next Request for Proposal (RFP).

Bill Eller asked if training videos can be made available at Allied for non-agency hires. Ms. Gianelli said that it is not typical, but can be done if there is an urgent need. Kathy Bruni said videos could be viewed at Allied.

With regard to Case Management, Ms. Bruni said that CMS wants DSS to send a letter to each client. CMS will approve in 30 days.

Mary Waitt stated that she misunderstood that case management was being removed from waiver services. Kathy Bruni responded that the providers for these services will provide case management for all participants. Providers of waiver services cannot provide case management services. Ms. Bruni said that there will be a transition/hand-off period.

For those who have PCAs, a support and planning coach can help with the hiring and firing of household personnel. Some members of the group stated that [information on support and planning coaches](#) would be helpful and Kathy Bruni said she would send the information to Kristen.

The meeting was adjourned at 12:56.

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Kristen Traini  
Committee Clerk