



CONNECTICUT COMMUNITY CARE, INC.

*Caring From
Every Perspective*

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**Testimony to the Human Services Committee
March 13, 2012**

**Submitted By: Molly Rees Gavin, President
Connecticut Community Care, Inc.**

Good evening Senator Musto, Representative Coleman and Esteemed Members of the Committee:

My name is Molly Rees Gavin. I am the President of Connecticut Community Care, Inc (CCCI). As many of you know, CCCI is the pioneer and largest Access Agency in the state, currently serving over 13,000 older adults and persons with disabilities annually. I appreciate this opportunity to testify in opposition to **House Bill # 5452**, AAC the Delivery of Social Services.

With all due respect to the promoters of this piece of legislation; the contract procurement process for the Department of Social Services CT Home Care Program is far more substantive than the language of this bill represents.

As many of you already know, the consumers who are served through this program are elders and persons with disabilities who have been admitted to this program because of their exceedingly compromised behavioral and/or physical health status. Simply stated, it is imperative that all providers of social services demonstrate a high level of competence and be completely prepared to fulfill their obligations to these consumers.

As President of CCCI, I am ultimately responsible for our approval of potential contractors and have worked diligently with DSS for well over three decades to be certain that we have an effective process in place. CCCI currently contracts with approximately 200 organizations providing the complete range of community long-term care services including but not limited to: skilled nursing, home health aide, homemaker, companion, personal care attendant, home delivered meals, adult day care, personal emergency response system and home modifications.

Currently there is a viable system in place between the Department of Social Services and the Access Agencies that assures that qualified, high quality provider organizations are available to meet the needs of our consumers. DSS currently sets standards for contractors to be certain that the federal match is not jeopardized.

The focus on the thirty day turn around misses the point entirely. Potential providers must meet all contractual obligations including: completion of the prospective service provider survey definition/description of services, rate to be paid for the service, appropriate insurance coverage and fidelity bonding, demonstration of financial viability, evidence of independent financial audit, licensure

when required, reference to quality standards, resume, letters of reference, and evidence that the organization has been providing the specific service for a period of one year. Frequently, potential providers return disappointingly incomplete application packets and months can elapse as the Access Agency awaits additional information.

In my thirty years of experience, it is not unusual to see individuals with little to no experience in the provision of quality in-home and adult day care services precipitously decide that they want to open up such a business. Two recent examples include a potential provider who submitted personnel policies from a manufacturing plant setting as the personnel policies for a new adult day care center to another potential provider aggressively espousing one specific religious belief system that would have been tacitly inappropriate for many of our clients.

A top priority of CCCI has been and will continue to be the appropriate vetting of all potential providers in order to offer the best service options to consumers. I know you would expect nothing less.