Ms. Sue Elshire

CCC I.

43 Enterprise Drive.

Bristol, CT 06010.

December 31, 2011.

Dear Ms. Elshire:

It is now almost 5 weeks since I brought to your office and submitted an application for a contract related to my adult day care. From what you told me, "you are a very busy person, and don't have time to deal with applicants directly" or "expeditiously work on their applications for contracts." You told me "I have a large backlog of applications and can only work on one at a time. It will take at least one month until I get to look at yours." "It will take at least four months, and probably closer to a year before you see a contract." To put things in perspective in five weeks the Department of Public Health can review my credentials and renew my medical license. In two weeks, St. Francis Hospital can review my credentials and renew privileges to practice medicine at the hospital for the next two years. In two weeks, any convalescent home in the state of Connecticut can review credentials and bring a doctor into its medical staff. In three weeks, the Department of Public Health can review a nurse's credentials and grant a license for the next year. For the life of me I can't understand why CCC I can't review credentials and write a contract for our needy elderly in a shorter period of time than you describe. I told you when we spoke briefly in November that there was an urgent need for adult day care in Newington, and we have at least seven clients now waiting to be able to access government financing through CCC I. A few of these clients already have CCC I case managers and are only waiting for your action to begin being able to attend our day care. You stated "I don't think there is an urgent need for an adult day care in Newington, because there already is one in New Britain." To date, you haven't even had the courtesy to acknowledge that you have my application and are working on it. I await your rapid action.

Yours truly,

Mervyn Rimai MD

Medical Director.

CC: Kathy Bruni, DSS, State of Connecticut