

I am the mother, and main caregiver of my 30 year old son, who suffered a severe TBI June 3rd, 2010. I am also a taxpayer. My son has been on the waiver a little over 2 years. The first year we had a wonderful case worker. Phone calls would be returned within 30 minutes. Unfortunately, she retired last June. Our new case manager was transferred to Norwich from Hartford, and had no previous experience with the ABI waiver. She is a horrendous case manager. Never ever returns phone calls. It doesn't matter how many messages are left, over how many weeks. If she doesn't answer when you call, you're pretty much out of luck. Complaints to her supervisor do not help. I am sure that there are case workers that do work hard, and are truly trying to help those in need. But I know that there are more who are only in it for the paycheck, and state benefits. These employees know their job is pretty much secure regardless. This is why I am for outsourcing to private contractors. Our loved ones deserve the knowledge of those who have worked in the field of caregiver, nurse, counselor, etc. And they deserve to have their best interest in mind, rather than a state workers pension. Private contractors will have to work harder, so as not to lose their contract, unlike a dss employee who thinks they are set for life.

Sincerely,

Christine Pfeiffer