

Wrice, Monique

From: Valerie Reyher <VReyher@kennedyctr.org>
Sent: Monday, April 11, 2016 7:50 AM
To: HSTestimony
Cc: Julia Wilcox [jwilcox@ctnonprofitalliance.org]
Subject: Testimony in Support of the Department of Social Services proposed amendment to both ABI Waiver I and Waiver II

Dear Human Services Committee,

The Kennedy Center submits this testimony in support of the Department of Social Services proposed amendment to both ABI Waiver I and Waiver II for the purpose of changing the case management service currently provided by Department of Social Services social workers to independent, contracted entities.

The CM plays a pivotal role in the person centered process. It is essential that the CM has the ability to fully commit his/her time and attention necessary for full oversight of the plan. Unfortunately, our experience under the current system of the Department providing the CM services has proven challenging. DSS social workers do not have the time or capacity to provide the level of attention and care that is required on these complex cases. Social workers have split roles and competing priorities, minimizing their ability to effectively execute service planning for persons with multifaceted service needs.

By privatizing these intricate services, waiver participants will have increased access to case managers, unbiased service planning, and dedicated staff who are committed to these services. This all equates to optimizing individual's overall positive outcomes, satisfaction levels and health/safety within the community.

Most importantly, we support the proposed change for CM because satisfaction survey results specific to the Danbury Pilot Project indicated that 93% of the participants surveyed indicated overall satisfaction with operations as excellent or good. In a truly person-centered process, participant satisfaction must be of utmost importance.

We kindly request that the Human Services Committee support these changes to help better the lives of persons served through these waivers.

Valerie. Reyher

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