



Connecticut

**Testimony of AARP Supporting & Offering Additions to
S.B. 867, AAC NOTICE REQUIREMENTS FOR HOME HEALTH CARE REGISTRIES
General Law Committee
March 2, 2017**

AARP is a nonpartisan, social mission organization with an age 50+ membership of nearly 37 million nationwide, and approximately 600,000 members here in Connecticut.

Consumers and family caregivers often utilize informal channels to locate home care workers, including: word-of-mouth, classified ads, postings at sites in their communities and online postings at sites such as Craigslist. However, consumers can encounter difficulties in finding qualified workers through these informal channels, and as a result may experience unmet needs. Furthermore, even when a consumer or a family caregiver has engaged the services of an independent provider, finding back-up workers in last minute or emergency situations, or when workers have planned absences, can be challenging.

To alleviate these difficulties, AARP supports the use of matching service registries that can serve as a type of labor market intermediary. Matching service registries have the capability of creating a dynamic platform for matching supply and demand by allowing consumers and family caregivers to tap into an up-to-date bank of available workers, while also enabling workers to signal their availability for employment.

Matching service registries play an important role in service fulfillment for both privately and publicly funded in-home services and supports, thus helping states meet expanded demand. An effective matching service registry can provide valuable access points for training and other resources that bolster high quality services as well as help stabilize employment for home care and personal assistance workers.

With respect to Senate Bill 867, AARP supports this bill which would provide the consumer with a written notice specifying the legal liabilities of employing a worker through a registry, prior to the commencement of services. This is not only a commonsense step to protect consumers; it is also a fair approach to protecting consumers.

AARP believes that notifying a consumer of their liabilities after the services begin places the consumer at risk with no advance warning of their potential financial exposure. This scenario creates an unfair playing field and is a disservice to elderly and disabled individuals and their families.

Additionally, AARP would support adding training requirements to ensure those needing home care services, have access to high quality care through the registries. Specifically, we recommend adding:

“Sec__ In addition to the existing statutory provisions related to Home Care Agencies, any domestic household worker placed by a Home Care Registry shall have the following minimum requirements:

- (a) Proof of training as Certified Nurse Assistant, Home Health Aide or Personal Care Aide, or, a minimum of two (2) years relevant experience;
- (b) An annual physical demonstrating fitness to work as a domestic household worker; and
- (c) a complete INS Form I-9.

Thank you for the opportunity to testify. We look forward to working with members of the Committee to enhance consumer protections for home care registries and offer seniors and their family caregivers additional options to age independently at home.