Carmine Castiglione  
Owner, Garden Brook & Victorian Gardens Residential Care Home  
Member of the Connecticut Association of Residential Care Homes  

H.B. No. 7148 AN ACT CONCERNING THE STATE BUDGET FOR THE BIENNIAL 
ENDING  
JUNE THIRTIETH, 2021, AND MAKING APPROPRIATIONS THEREFOR.  
Appropriations Subcommittee on Human Services Public Hearing, March 5, 2019 

Concerning  

Department of Social Services Budget- Residential Care Home Funding  

Senator Osten, Representative Walker, Senator Formica, Representative Lavielle, 
Senator Flexer, Representative Abercrombie and Members of the Appropriations 
Subcommittee on Human Services,  

My name is Carmine Castiglione. I am the owner of Garden Brook Residential Care 
Home in Watertown and Victorian Gardens Residential Care Home in Plainville Ct.  I 
am writing in the hopes of having the rate freeze that has been in place for 7 of the last 
10 year for Residential Care Homes removed so that we can care for our resident 
without having to decide what we will need to decrease to properly and safely operate 
our Residential Care Homes in the State of CT.  

As an owner of a Residential Care Home I would like to inform the committee that 
removing the rate freeze will NOT increase my pay scale, weekly paycheck or 
personal yearly income. My pay is set by the state and there is a maximum allowed 
that is permitted to all related party's and owners. Currently, I work at 2 facilities get 
paid for 40 hours at a pay rate set by DSS, even when I work 60 or more hours. 

So this is not about having owners (or related parties) receiving more income or having 
a bigger profit- there is no profit with the clients we serve.- this is strictly about 
funds needed to properly care for residents who need our services and more often than 
not have no voice, no family, we are their family, they are forgotten! Some have a 
mental health diagnosis, some have some type of disability, substance abuse/ addiction 
problem or health issue that prevents them from living independently in the community. 

In our Residential Care Home, ages vary, from clients in their forties to clients in their 
nineties. THESE ISSUES DO NOT DISCRIMINATE- it can happen to anyone of our 
friends or family member! Residential Care Homes provide services at a cost 
unmatched by any other. Some of the services we provide include 3 meals 3 times per 
day, snacks, recreation activities, housekeeping services, laundry services, supervision 
of medication administration, assist in setting up medical appointments and 
transportation to medical appointments and over all 24 hour staffing/ supervision.
The requirements by public health and the care for our clients are increasingly becoming more demanding and it is increasingly becoming more difficult to remain in compliance and remain in this industry without proper funding. Buildings are in continuous need of repair, food prices are increasing, insurance for property, liability and workers compensation show no sign of relief, just more increases.

Staffing is becoming very difficult to hire, if not almost impossible. The pay average is $12.00 per hour and their responsibilities are way LARGER than stocking shelves at a supermarket where they start at $14.00 per hour. Nothing against other industries, but again, this is not about owners receiving a bigger paycheck, this is strictly about providing proper funds to an industry who provides services to a variety of clients at a saving to the state, again, unmatched by any other agency, private or state operated. I have seen staff leave employment in RCH's to take on a less responsible position, or just leave and get out of "healthcare", because they could make more money with less responsibilities and less work.

In residential Care homes, employees do not just have one title. One minute you be a housekeeper, the next minute a medication tech and the next minute after that a office person while preparing a meal. This is a true daily routine for most employees in RCH's--An employee's title and assignments change often and usually without NOTICE! I feel extremely comfortable in stating there is simply NO other state vendor who comes close to our industry (Residential Care Homes) there is no other agency who saves the state of Connecticut more funds than RCH's.

Without RCH's the majority of our clients would be either, homeless, in a hospital or nursing home or even incarcerated none of which are as cost effective as RCH's. I am a taxpayer, I see first-hand the savings we provide to the state. Therefore, I am hoping that this committee will visit our industry rates and compare them to other services provided by other agencies, I am certain we will agree, we should receive fair rates so that our industry will be able to survive. We are part of the solution to the states budget, not part of the problem. Thank you for your time and consideration. Please feel to contact me with any questions that may arise or if at any time you would like to tour our residential care home!

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