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STUDY SCOPE

Veterans' Home at Rocky Hill: Residential Services

Focus

The study will examine the operations of the Veterans' Home under the Connecticut Department of Veterans' Affairs to ensure its residential services are delivered fairly and adequately. The processes for admitting, discharging, and transferring residents, as well as resolving residents' complaints and implementing conduct rules, will be highlighted.

Background

The Veterans' Home provides four types of residential services for Armed Services veterans discharged honorably or under honorable conditions. They are:

- dormitory-style room and board services for ambulatory veterans at the Home's Residential Facility. These services have a rehabilitation component with the goal of preparing veterans for return to the community. There are approximately 480 beds, which are certified by the federal Department of Veterans Affairs.
- private rooms for ambulatory veterans who are employed full-time, female, and/or live with immediate family members. There are 15 beds among five houses that were opened in fall 2010 to help transition veterans into the community.
- long-term care services at the Home's Health Care Facility for veterans needing 24-hour care, including hospice care and a separate Alzheimer's Unit. There are 125 beds available at the facility (opened in 2008), which are licensed by the Connecticut Department of Public Health.
- respite services to give temporary relief to family members or other caregivers who provide in-home care to veterans requiring 24-hour care.

Connecticut state regulations govern the admissions processes for residential services. In addition, for veterans residing in the Residential Facility, the regulations detail residential conduct rules, including disciplinary actions that will be taken for rule breaches. The regulations also specify multiple appeal processes available to residents who disagree with any disciplinary actions taken by the Home.

Areas of Analysis

1. Describe the Veterans' Home's organization, governing structure, and services provided to residents.
2. Examine funding and staffing ratios for Veterans' Home residential care by each type of residential setting, including recent and current bonding for infrastructure needs (e.g., for FY 15, bonding up to \$500,000 for a planning and feasibility study for additional veterans' housing at the Home and up to \$1,409,450 in state matching funds for renovations and code-required improvements to existing facilities).
3. Examine the residential care admission process and requirements for each type of residential setting, including what happens if admission is denied; describe the residential options available to Connecticut veterans in need, beyond the Veterans' Home.
4. Analyze residential care use by each type of setting to determine if bed capacity is fully utilized and adequately meets the needs of veterans seeking the Home's residential services.
 - a. Is there a waitlist for residential care services?
 - b. How long do veterans remain on the waitlist before being admitted?
 - c. What are the criteria for coming off the waitlist?
 - d. In times of underutilization, does the department take appropriate steps to increase bed use in relation to need?
 - e. If underutilization is found, explore possible reasons.
5. Assess the level of coordination and communication between the Veterans' Home and key stakeholders, including the statutorily required local veteran service contact persons, for ensuring veterans are aware of the Home's residential services.
6. For veterans living in the Residential Facility and private room houses, identify the rehabilitation and educational services offered by the Home; examine participation and outcomes.
7. Evaluate the complaint process available to residents and determine if complaints are adequately addressed in a timely manner.
8. Describe the reasons for, and number of, disciplinary actions taken for resident breaches of conduct and the appeals process available; examine outcomes.
9. Identify whether, and how, the Veterans' Home measures its performance for providing timely, adequate, and safe residential services.
10. Compare the Connecticut Veterans' Home's types of residential services and admissions requirements to those of veterans' homes in select other states.

Areas Not Under Review

The study will not conduct an in-depth examination of each program and service provided to residents of the Veterans' Home.

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