

Medicaid Long Term Services and Supports Rebalancing Initiatives Steering Committee

Friday, November 3, 2023

10:30 AM – 12:30 PM

Virtual Meeting

Meeting Summary

Members Present: Mary Ann Langton, Mairead Painter, Bonnie Meyers, Bill Halsey, Elaine Kolb, Krista Ostaszewski, Anna Doroghazi, Melissa Morton, Jennifer Switalski, Mag Morelli (for Laura SR), Cathy Ludlum, Karyl Lee Hall, Erin Leavitt-Smith, Maggie Ewald, Susan Raimondo, Cole Cooper (for Kevin B), Melva Cooper (for Amy D)

Members Excused: Laura Snow Robinson, Kevin Brophy, Kathy Flaherty (for Karyl Lee), Amy Dumont

Members Absent: Kelley Kendall, Tom Fiorentino, Erin Leavitt-Smith, Michele Jordan

Members of the Public: Dan Beem, Kiomara Cruz, Lauren Carabetta, Greg Bennett, Melissa Augeri, Jaylen Williams, Bailey Williams, Vanessa, O'Neal-Campbell, Colleen Hudson, Hye-Yeon Ryu Kim, Ellis Dillon, Julie Robison, Spring Raymond, Jessica Hughes, Jessica Gudonis, JD Sparks, Christine Bailey, Sheldon Toubman, Heather Ferguson-Hull, Pooja Modi, Turquoise Percy, Guerda Sainval, Martha Porter, Paul Ford, Tracy Wodatch, Theresa Brown, Cynthia Cartier, Tasha Erskine, Mike Peccerilli, Sylvia Crespo, Saraid Garcia, Angie Pearson, Holly Carmichael, Sheila Mulvey, Andrew Black, Tiffany Lang, Megan Owen, Paul Chase, Rob Lewis, Asia Allen, Diana DiBartolomeo, Julia Fishman, Jill Williams, Michael Werner, Christina Lewis, Karri Filek, Tammy Lopez, Antoinelle Osei-Bonsu, Sean Bannon, Kate Gauthier, Claire Volain

1. The meeting was called to order by Mairead, Co-Chair at 10:35.
2. Anna made a motion to amend the October 2023 minutes. Cathy Ludlum is listed as a member of the public and should be listed as a committee member. Minutes will be corrected and submitted at next month's meeting for approval.
3. Fiscal Intermediary Introduction and Questions
 - Bill introduced Holly Carmichael, who is with our new FI (GT independence).
 - GT Independence is going to be the new FI for DDS and ADS as well.
 - Holly expressed gratitude and honor to be able to serve the State of CT.
 - Holly also shared a presentation:
 - GT Independence was founded in 2004.
 - GT Independence has grown to serve 17 states and D of C
 - They serve 40,000 people across over 200 unique programs.
 - Their mission is to help people live a life of their choosing, regardless of age or ability. Self-determination is a right.
 - Three core brand promises
 - Ensure that providers get paid.
 - Bring values to the table.
 - Remove barriers to self-direction.
 - Committed to customer experience.
 - Quickly connect to live person.
 - Reach resolution on the first call.

- Report 95% Customer satisfaction
 - Culturally humble
 - Transition Overview
 - Seamless transition with zero interruption in services
 - Successfully onboard everyone with personalized approach
 - Satisfy stakeholders at every level.
 - Important Dates
 - 12/1 – new participant referrals served.
 - 12/24 – pilot participant’s transition (group of 50 people)
 - January to March – all existing participants will be enrolled and onboard.
 - 3/24 – services start for all participants.
 - 4/5 – first payroll for all participants.
 - Next week an announcement will go out to all existing participants giving them a brief overview of some FAQs. It will point them to a website with more FAQs in different languages.
 - The month of November, GT will present to case management groups.
 - GT Enroll is a tool that allows individuals to enroll either via self-services, via virtual appt, or a face to face in person support.
 - Pilot program will:
 - Gather feedback on technology and enrollment process.
 - Review system capabilities and functionality
 - Ensure service levels meet the needs of all stakeholders.
 - Communication is really important – there is a shared FAQ doc on the website so that everyone gets the same information.
 - Innovative Tools and Technology
 - GT Enrollment process software allows participant and worker/provider to input their information which populates other forms.
 - GT Independence App will allow individuals to input their time, track hours, add notes, customize notifications, and select language.
 - GT Portal which is a multi-tiered access to view information for self-direction programs.
- Questions
 - MaryAnn asked about the application process and how long it takes to get approved.
 - GT will be enrolling existing participants throughout the first three months of the year. It can vary but the average is about 60 minutes.
 - MaryAnn wondered about the application process for when she hires a new PCA.
 - With the GT enrollment tool, this can be done quickly. Participants will always have access to new hire appl packet which is very short.
 - Melva mentioned that she will be holding GT accountable for two things: 1) quickly connect to a live person; and 2) reaching a resolution on the first call.
 - Holly said their accountability will be less than 5 minutes.
 - Cathy asked if the telephone option will no longer be available, what will happen to assistants who don’t have a smartphone?
 - GT ensured that the app can work on older devices and operating systems and they are linking people to resources. Additionally, GT has devices available that can be supported within the budget per se, where a person can have a tablet utilized by their team.
 - Cathy also asked if there will be a rollover option when someone calls.
 - Calls are intelligently routed based on caller ID to a pod of support team members, so no numbers need to be pressed.

- Bonnie asked what the plan is for the vendor provider directory.
 - Holly said in the GT portal is searchable by service provided or language spoken. She said we try to put some factors in there like the last time they provided service, if we are currently paying them. If someone has been idle, we reach out to try to confirm if they can access the portal. Support teams can vet lists and make calls for people also.
- Martha Porter asked how GT collects data on their 95% satisfaction rate.
 - GT does a year end mailing with snail mail and a return envelope. They also do an electronic survey mid-year of stakeholder groups. They also look at the PCAs, direct support professionals, case manager and department program staff. Individuals also receive a call survey option giving direct feedback on their phone interaction.

4. MFP Report Out

- 136 people submitted appls in the month of October 2023.
- From January through October, 1,492 appls were received.
- 51 people transitioned to the community in October 2023
- From January to October 2022, 363 people transitioned.
- From January to October 2023, 394 people transitioned.

5. Waiver Waitlist Updates

- CHCPE currently serves 15,979 participants. No wait list.
- PCA Waiver has 1,135 slots, 1,092 active clients, 45 pending. Waitlist of 1,190 starting October 2020. Three-year waitlist.
- ABI 1 waiver is closed.
- ABI 2 wavier has 293 slots, 248 active people, 11 pending. Waitlist has 92 people.
- Katie Beckett Waiver has 328 slots, 323 active people and 13 pending. Wait list is 298.
- Autism Waiver has 320 slots, 119 active, 130 pending. Waitlist is over 2000 client. Calling appl with appls of Feb. 2014.
- CHCPD has 100 slots, 74 active clients and no waitlist.

6. New Business

Update on ARP 9817

- Karri said she doesn't have any updates for today. The program is delayed and hopefully in December, there will be some things mapped out and more information available. She would love to be added to that agenda.

Workforce Development

- MaryAnn shared that DSS put more money into the O'Donnell Group and are working on getting the word out about the Facebook page. She is deeply worried about the PCA market because she has been looking for people since July. PCAs don't come for interviews, or they work for only one day and quit. This is a huge problem. She thinks one of the problems is the income level.
- Mairead asked for a moment of silence for the worker who was killed. Tracy said it's mounting up a lot of fear from staff. There was a press conference at the LOB that talked about ways to enhance protections for those that serve people in the community.

- Mairead shared that the steering committee meeting will be hybrid starting next month. It will be held at AARP in Hartford. Anna will let people know the details before the next meeting.
 - Mairead suggested the next meeting be hybrid. Anna is happy to hold it at AARP.
7. New Business
- Maggie asked if DSS could go back and review the three-year study in the rates. Mairead is putting this on the agenda for next month meeting.
 - MaryAnn wants to discuss benefits for PCAs.
8. Public Comment
- Sheldon shared that he has clients who are not 65 yet who are waiting to be eligible for the CHCPE program which has no waiting list. Some of these people are going into nursing homes because there are no programs available for them. He asked if any people in the meeting who do not work for DSS, or another state agency would like to get together to talk about how this can finally be fixed.
 - Michael Werner asked if there was any up-to-date information on the Family Living program.
 - Melva will mention this to Amy who might be able to do a presentation at the next meeting.
9. Meeting adjourned at 12.35.

Next meeting: **VIRTUAL December 1, 2023**