



## Lamont-Bysiewicz Transition Policy Committee Reporting Template

**Committee Name:** Human Services Committee  
Workgroup: Critical Issues effecting the Human Services Workforce

**Workgroup Members:** Deborah Schwartz  
Jorge L. Perez

*Please address the following questions using this template in a memo not exceed 2 pages. You are welcome to submit appendices or other attachments in addition to the memo.*

**1. How do you propose the Lamont Administration should prioritize the policy goals in this area, and on what timeframe?**

- Plan developed within next nine months for skilled workforce prepared to meet evolving needs of individuals with age-related, physical, intellectual, developmental or behavioral disabilities and their families
- Develop and maintain continuum of these disability services across the public and private sectors: ongoing effort to meet long term needs

**2. Which goals are achievable in the first 100 days of the Administration?**

- Road map for universal accreditation of direct care workers in human services
- Documentation of full costs of current system of disability supports and services inclusive of cost of social services to low wage workers

**3. Which goals will require legislation to move forward? Which items can be advanced through the actions of the Administration alone? What is the fiscal impact of these legislative or executive actions?**

Legislation required for:

- universal training program and standardized certifications
- sustainable funding mechanisms such as reinvestment of savings/cost efficiencies into services and compensation, adjustment of Medicaid reimbursement rates

Administration alone:

- Centralize delivery of training, possibly through Community College system or joint Labor-Management Training Funds
- Centralize administration of payroll and other functions (for example, audits)
- Promotion of apprenticeships and career ladders in human services

Fiscal impact:

- Potential for significant savings by centralizing administrative functions such as payroll
- Potential for significant savings by standardizing training between agencies; lower training costs and shorten training time

- 4. Are there specific challenges you can identify with regard to achieving the Lamont Administration’s goals, and how would you suggest to address those?**
- Funding and budget issues, particularly upfront costs
    - Need to take long-term view of creating a sustainable quality system
    - Alliance with advocacy organizations for meaningful choice, quality supports
  - Attracting a skilled workforce with minimal turnover
    - Change perception of Direct Support work; designate as professional, meaningful, valuable work
  - “Turf” issues: achieving collaboration across agencies, service providers, public/private sector
    - Policy summits, clear direction from administration, frank discussion of outcomes absent collaboration
  - Fragmentation of service provision across multiple providers of varying sizes
    - Research demonstrating redundancies and inefficiencies in current system
- 5. How will implementation of policy in this area create jobs and spur economic growth?**
- Investment in local communities, providing local or nearby job opportunities
  - Career growth for direct service professionals, diminishing reliance on social services and increasing individual/family purchasing power
  - Relief of economic stress on family caregivers
- 6. Are there opportunities for cost savings for CT state government in the context of implementing this policy?**
- Centralization of training and administrative functions will create economies of scale
  - Workforce development will reduce state costs for social services of low-wage workers (i.e. fewer families qualifying for HUSKY, SNAP, etc.)
- 7. What examples of success from other states, countries, or the private sector in this policy area should the Administration study?**
- Minnesota: training, credentials and career ladders for workers at agencies serving individuals with disabilities
  - Washington State: training and career ladders for home care workers
  - Private sector: National Alliance for Direct Support Professionals (NADSP)
- 8. Are there any other issues/considerations you would like to highlight with regard to this policy area?** Transferring the provision of human services from the public to the private sector is frequently posited as a cost-savings measure that ultimately provides more services for more individuals. However, as documented in Addendum 2, the experience of the federal and other state governments is that projected savings through privatization are almost never realized. Costs go up in other programs (e.g. Medicaid); events take place requiring remedy (harm to clients, scandal); and the quality of jobs changes—from the tax-revenue-producing public service jobs to lower wage private sector jobs. A real cost/benefit analysis must incorporate these considerations before dismantling public services.