

## Community First Choice (CFC) Committee

Wednesday, June 7th, 2023

11:00 AM – 12:00 PM

Virtual Meeting

Meeting Summary

Members Present: Anna Doroghazi, Cathy Ludlum, Melissa Morton, Sheldon Toubman, Tom, Mary Ann, Melissa Morton, Denise Spyke, Brenda Stenglein, Michele Jordan

Members Excused:

Members Absent:

Members of the Public: William Halsey and Jose-Michael

1. Meeting call to order: 11:03 am call to order Bill- no update on Dawn's temporary lead. But no definitive return date.

2. Prior meeting minutes to approve - approved

Committee is a subcommittee of LTSS steering committee. Every time we meet, there should be a report to the larger committee. Jurisdiction is CFC.

3. FI Contract Update- No finalized executed contract. Tom asked what could do to move this along. Bill responded, Commissioner aware and currently in process. Mary Ann stated there are unexplained, ongoing issues with PCAs not getting paid. Bill responded there is a fulltime, dedicated staff person working to resolve these issues. DSS attempts to resolve these issues as they come in. Tom asked about the protocol for accessing this complaint resolution process. Bill stated that there is a dedicated email. Melissa provided information on the two processes (described on the PCA website) for PCA complaint resolution: informal vs through the SEIU website. Melissa shared the dedicated email mailbox that can be used to avoid a formal grievance. Anna, noting the level of user frustration, asked how we can provide better information. Melissa shared that the PCA Council recently set up Constant Contact to better work with FIs and employers. They will push to use the SEIU Council website. Sheldon, requested the identity of the new FI. Bill responded, that it is not yet public. Cathy stated today is the first time she has heard that employers are forbidden from using non-payment on the Allied website. Cathy stated she has used the Allied website to report non-payments and it is an efficient way to resolve problems. Bill suggested that we run through the payment issues at our next meeting.

4. DSS Fair Hearings and complaint resolution

- Discussion on the formal hearing process items due to timeliness

a. Protocol

b. Steps

c. Timeline

d. Hearings

e. Requirements

5. Adjustments to CFC programs that would increase support for clients – Tom requested information on the options available for CFC so that we can better understand the options available in the event of any change in Connecticut’s programs. The group noted that there are levels of self-direction and that there are both advantages and disadvantages to the varying degrees of self-direction. This led to a discussion of Support & Planning coaches. are assigned as TAs and June 14th is the next training. Sheldon noted that CMS has information on options available at [https://www.medicaid.gov/sites/default/files/2019-12/cfc-technical-guide\\_0.pdf](https://www.medicaid.gov/sites/default/files/2019-12/cfc-technical-guide_0.pdf). Sheldon also noted that he is unclear as the existence and limits of any “CFC caps and that in his experience there was a lack of due process procedure in the system and that access agencies are not following that hinders the process. . Mary Ann agrees with Cathy there are issues with access agencies’ understanding of CFC.

6. DSS steps to educate other agencies and shareholders about CFC

7. PCA workforce/staffing update:

Job Connection Facebook page report. 475 members (get from Cathy), Brenda asks if this increased. Mary Ann asks if DSS can assist with providing information about the Facebook group. Coming up to first birthday of the Facebook in August.

8. EVV/S&PC Resources update – Cathy requested that we move this higher on the agenda and noted that changes are making it more challenging to use.

9. Cathy requested the number of people on CFC in CT. Brenda stated that the informal response (for complaint resolution) is necessary, and can be quicker than and come quicker than the formal process. She stated that we should continue to discuss it.

Annual CFC Committee meeting dates, agenda and minutes will be available on the Secretary of State and DSS Websites.

10. Meeting to adjourn – 12:02 pm

Next meeting: VIRTUAL August 9th 2023 at 11:00am.