

Section X

# **Home Care and Supportive Services**

# Access Agencies

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## Description:

Access Agencies are organizations that help individuals receive home and community-based services by conducting assessments, developing care plans, arranging for services and monitoring their quality. The Department of Social Services (DSS) contracts with Access Agencies to perform these functions for the Connecticut Home Care Program for Elders. Access Agencies assist elderly individuals in receiving home and community-based services that help enable persons to remain at home and avoid premature institutionalization. Access Agencies do not provide direct services other than care management. Neither can they directly enroll individuals in the Connecticut Home Care Program for Elders. Access Agencies can provide individuals with applications for the Connecticut Home Care Program for Elders and refer them to the DSS but only the DSS can determine eligibility for the program and enroll consumers.

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## Eligibility Requirements, Service Areas and Program Year:

### Eligibility Requirements:

- Access Agencies must meet requirements outlined in State Regulations, which govern the Connecticut Home Care Program for Elders.

### Service Areas:

#### North Central CCCI:

Andover	Enfield	Simsbury
Avon	Farmington	Somers
Berlin	Glastonbury	South Windsor
Bloomfield	Granby	Southington
Bolton	Hartford	Stafford
Bristol	Hebron	Suffield
Broad Brook	Manchester	Terryville
Burlington	Marlborough	Tolland
Canton	New Britain	Vernon
East Granby	Newington	West Hartford
East Hartford	Plainville	Wethersfield
East Windsor	Plymouth	Windsor
Ellington	Rocky Hill	Windsor Locks

#### Eastern CCCI:

Ashford	Canterbury	Columbia
Bozrah	Chaplin	Coventry
Brooklyn	Colchester	Danielson

East Lyme  
Eastford  
Franklin  
Griswold  
Groton  
Hampton  
Jewett City  
Killingly  
Lebanon  
Ledyard  
Lisbon  
Mansfield

Montville  
Mystic  
New London  
North Stonington  
Norwich  
Plainfield  
Pomfret  
Preston  
Putnam  
Salem  
Scotland  
Sprague

Sterling  
Stonington  
Thompson  
Union  
Voluntown  
Waterford  
Willimantic  
Willington  
Windham  
Woodstock

Northwestern CCCI:

Barkhamsted  
Beacon Falls  
Bethel  
Bethlehem  
Bridgewater  
Brookfield  
Canaan  
Cheshire  
Colebrook  
Cornwall  
Danbury  
East Hartland  
Goshen  
Hartland  
Harwinton  
Kent

Litchfield  
Middlebury  
Morris  
Naugatuck  
New Fairfield  
New Hartford  
New Milford  
New Preston  
Newtown  
Norfolk  
North Canaan  
Oxford  
Prospect  
Redding  
Ridgefield  
Riverton

Roxbury  
Salisbury  
Sharon  
Sherman  
Southbury  
Thomaston  
Torrington  
Warren  
Washington  
Waterbury  
Watertown  
Winchester  
Winsted  
Wolcott  
Woodbury

Southwestern Connecticut Agency on Aging:

Bridgeport  
Darien  
Easton  
Fairfield  
Greenwich

Monroe  
New Canaan  
Norwalk  
Southport  
Stamford

Stratford  
Trumbull  
Wilton  
Weston  
Westport

Agency on Aging of South Central Connecticut, Inc.:

Ansonia  
Bethany  
Branford

Chester  
Clinton  
Cromwell

Deep River  
Derby  
Durham

East Haddam  
East Hampton  
East Haven  
Essex  
Guilford  
Haddam  
Hamden  
Higganum  
Killingworth  
Lyme

Madison  
Meriden  
Middlefield  
Middletown  
Milford  
Moodus  
New Haven  
North Branford  
North Haven  
Old Lyme

Old Saybrook  
Orange  
Portland  
Seymour  
Shelton  
Wallingford  
West Haven  
Westbrook  
Woodbridge

Program Year:

January 1<sup>st</sup>

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**Contact Information:**

For information and to apply for the [Connecticut Home Care Program for Elders](#) refer page X - 9 in this manual:

Department of Social Services  
Alternate Care Unit  
Telephone: 800-445 5394

Website: <http://www.ct.gov/dss/cwp/view.asp?a=2353&q=305170>

For information and to obtain an application for the Connecticut Home Care Program for Elders: (Completed applications must be submitted to DSS to determine eligibility and enrollment)

Connecticut Community Care, Inc. (CCCI)

Central Office:  
43 Enterprise Drive  
Bristol, CT 06010  
Telephone: 860-314-2920

North Central CCCI  
100 Great Meadow Road, Suite102  
Wethersfield, CT 06109  
Telephone: 860-257-1503  
Fax: 860-257-3914

Eastern CCCI  
372 West Main Street  
Norwich, CT 06360  
Telephone: 860-885-2960  
Fax: 860-885-2969

Northwestern CCCI  
150 Mattatuck Heights  
Waterbury, CT 06705  
Telephone: 203-596-4800  
Fax: 203-596-4809

Southwestern Connecticut Agency on Aging  
Central Office  
10 Middle Street  
Bridgeport, CT 06604  
Telephone: 203-333-9288 or 800-811-9808  
Fax: 203-332-2619

Agency on Aging of South Central Connecticut  
Central Office  
One Long Wharf Drive  
New Haven, CT 06511  
Telephone: 203-785-8533 or 888-811-1222  
Fax: 203-752-3064

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**Related Information:**

*N/A*

# Adult Day Centers

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## **Description:**

Adult Day Centers provide a variety of services during the day to elderly persons who may be socially isolated, in need of some support or care or may have functional and/or cognitive impairments. Many centers provide special programs for those with Alzheimer's disease and other forms of dementia. Caregivers are provided with needed respite while family members are at the centers. Services provided are designed to keep individuals in the community for as long as possible, in the least restrictive environment, thereby postponing or preventing institutional care.

Services include, but are not limited to, supervision, socialization, health monitoring, medication administration, a noon meal and snacks, recreation, personal care and family support. Additional services may include bathing, therapy, counseling and day outings. Centers either provide or arrange for transportation.

All adult day centers that provide services to participants of programs funded by the Department of Social Services, such as the Connecticut Home Care Program for Elders and community-based services programs for other adults with disabilities must be certified in order to receive reimbursement from the Department. The Connecticut Association of Adult Day Centers through a peer review process certifies the centers. This certification establishes standards for the operation of adult day care centers statewide.

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## **Eligibility Requirements, Service Areas and Program Year:**

### Eligibility Requirements:

- Must be considered socially isolated, functionally and/or cognitively impaired.
- Centers serve older adults and persons with disabilities. Check with individual centers on age requirements.
- To qualify for services funded by the Department of Social Services, individuals must meet the eligibility requirements for the particular program in which they wish to enroll.

### Service Areas:

Statewide

### Program Year:

July 1 – June 30

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## **Contact Information:**

For information on Adult Day Centers in Connecticut call:

Connecticut Association of Adult Day Centers  
1340 Worthington Ridge  
Berlin 06037  
Telephone: 806-828-8653  
Fax: 860-828-8694  
Email: [adc@canpfa.org](mailto:adc@canpfa.org)  
Website [www.canpfa.org](http://www.canpfa.org)

The CANPFA website listed above provides information about adult day centers including the towns each center serves. Access the CANPFA home page and click on Adult Day Centers on the left-hand side of the page; then click on CAADC Membership to obtain this information.

Department of Social Services  
Alternate Care Unit  
25 Sigourney Street  
Hartford, CT 06106  
Telephone: 860-424-5185

Town senior centers ([Appendix D](#)), municipal agents ([Appendix C](#)) and area agencies on aging ([Appendix A](#)) are other sources that may be able to identify centers in their regions.

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### **Related Information:**

N/A

# Connecticut Home Care Program for Disabled Adults

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## **Description:**

The Connecticut Home Care Program for Disabled Adults is a pilot program aimed at helping adults with disabilities avoid expensive and confining nursing home care by aiding their ability to live in the community by providing affordable support services. The pilot targets persons ages 18 to 64 with multiple sclerosis, Parkinson's disease and other neurological degenerative diseases, which cause them to require professional assistance in managing services to maintain independence. The availability of support services may help to release persons with neurological diseases from nursing homes, prevent their institutionalization and allow them to remain in the community. The pilot helps people with disabilities who do not qualify for Medicaid afford home care services such as case management, adult day health services, visiting nurses, home health aides, meals on wheels, companion, chore, personal care attendants and occupational and physical therapy. This pilot program is funded to provide assistance to a maximum of 50 people. Some people who participate in the pilot may be asked to contribute toward the cost of their service plans.

Persons are not eligible for this pilot if they qualify for the Personal Care Assistance Waiver, their primary disability is mental illness or mental retardation or who are either Medicaid active or eligible for Medicaid.

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## **Eligibility Requirements, Service Areas and Program Year:**

### Eligibility Requirements:

- Must be 18 to 64 years of age with a primary diagnosis of a degenerative neurological condition.
- Must be institutionalized or at risk of institutionalization and need help with at least three activities of daily living. Persons with four or more errors on the Mental Status Questionnaire who need supervision due to cognitive deficits may be eligible if they need assistance with two other critical needs.
- Individuals must have assets below \$32,868; married couples must have assets below \$43,824.
- Persons with incomes greater than 200 percent of the federal poverty guidelines (refer to [Appendix F](#)) may be asked to contribute toward the cost of the service plans.

### Service Areas:

Statewide



Program Year:  
July 1 – June 30

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**Contact Information:**

Department of Social Services  
Alternate Care Unit  
25 Sigourney Street  
Hartford, CT 06106  
Telephone: 800-445-5394 or 860 424-4904

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**Related Information:**

[Access Agencies on page X – 1.](#)

# Connecticut Home Care Program for Elders

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## **Description:**

The Connecticut Home Care Program for Elders provides a wide range of home health and non-medical services to persons age 65 and older who are at risk of institutionalization or at risk of staying in an institution unless home care services are available. Nurses and social workers offer skilled care management services by conducting in-home assessments of needs, establishing care plans of services and monitoring these plans over time. Available services include adult day health, homemaker, companion and chore services, home-delivered meals, emergency response systems, case management, home health services, mental health counseling, home health aides, adult foster care and nursing and therapist services.

The program has a three-tiered structure through which individuals can receive home care services in amounts corresponding to their financial means and functional dependence. Two categories within the program are funded primarily with state funds; the third category is funded under a Medicaid waiver. Each category has eligibility requirements. Services are dependent upon the availability of funds. At times enrollment may need to be temporarily suspended and a waiting list initiated.

Those who meet the screening criteria are referred to Access Agencies for an independent, comprehensive assessment. The assessment determines the prospective participant's needs and, with help from the participant and/or caregiver, determines whether a plan of care can be developed that will safely and cost effectively satisfy the participant's needs. Care managers who work for the Access Agencies arrange for necessary services and when needed, may provide ongoing care management to monitor and coordinate home care services.

Individuals may receive home care services without the ongoing intervention of a care manager. This component is called "self-directed care." A key feature of "self-directed care" is that it recognizes that there may be times when a participant or family member can assume the role of care manager and work directly with service providers to coordinate and monitor care. When the Department of Social Services determines a participant can be self-directed, agencies may directly provide or may subcontract for a wide range of non-medical services to help keep the participant at home.

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## **Eligibility Requirements, Service Areas and Program Year:**

### Eligibility Requirements:

- Must be age 65 or older and at risk of institutional placement.

- Income and asset requirements vary by category. Income includes all sources received on a regular basis such as wages, pension, Social Security, Veteran's Benefits and Supplemental Security Income. Assets include real estate not used as a person's home, non-essential motor vehicles, campers, boats, stocks, revocable trust funds, bonds, U.S. Saving Bonds and bank/credit union accounts such as savings, checking, CDs, IRAs, vacation and Christmas Clubs and the total cash surrender value of all life insurance policies if the total face value is more than \$1,500. Assets do not include a person's home, home furnishings, personal belongings such as clothes, jewelry and a car that serves as the primary means of transportation, certain burial funds and plots and life insurance policies with a total face value of \$1,500 or less.

State and federal laws allow married couples to protect assets for the person who is living at home and needing the kind of care that would otherwise be provided in a nursing home. Married couples who are over the asset requirement for category three (see chart below) may be allowed a higher amount if they have a spousal assessment performed.

<b>Eligibility Requirements as of February 2009</b>			
<b>Service Level</b>	<b>Functional Need</b>	<b>Financial Eligibility</b>	<b>Care Plan Limits</b>
Category 1 (state-funded)	At risk of hospitalization or short-term nursing home care.	Income: no limit Assets: Individual: \$32,868 Couple: \$43,824	No more than 25 percent of nursing home costs.
Category 2 (state-funded)	In need of short-or long-term nursing home care.	Income: no limit Assets: Individual: \$32,868 Couple: \$43,824	No more than 50 percent of nursing home costs.
Category 3 (Medicaid waiver)	In need of long-term nursing home care.	Income: \$2,022 per month Assets: Individual: \$1,600 Couple:\$3,200 (when both spouses participate) \$23,512 (when one spouse participates)	

Service Areas:

Statewide

Program Year:

July 1 – June 30

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**Contact Information:**

Department of Social Services

Alternate Care Unit

25 Sigourney Street

Hartford, CT 06106

Telephone: 800-445-5394

Website: [www.ct.gov/dss/cwp/view.asp?a=2353&q=305170](http://www.ct.gov/dss/cwp/view.asp?a=2353&q=305170)

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**Related Information:**

[Access Agencies on page X – 1.](#)

# Hospice

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## **Description:**

Hospice is a special kind of care that is provided by a team of specially trained professionals, volunteers and family members that emphasize palliative care rather than curative treatments. This includes symptom relief, pain management, as well as social, emotional and spiritual support for the person in care and their family and friends. The goal of hospice is to improve the quality of a person's last days by offering comfort and dignity. Hospice teams view death and dying as a natural and normal process of life and are sensitive and responsive to the individual needs of each family. Hospice provides comfort and support to persons who have a limited life expectancy and have decided to spend their last days at home or in a homelike setting. Hospice care is usually provided in a terminally ill person's home or in a freestanding hospice facility, hospital, nursing home, residential care facility or assisted living community.

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## **Eligibility Requirements, Service Areas and Program Year:**

### Eligibility Requirements:

- Patient must be entitled to Medicare Part A or other insurance that provides hospice services.
- Patient must be certified by his or her physician as being terminally ill. Terminally ill means that the medical prognosis is that the individual's life expectancy is six months or less if the illness runs its normal course.
- Patient must choose to receive palliative care only and not be receiving curative treatment.
- Hospice is not just for cancer diagnoses. End stage illnesses such as ALS, Alzheimer's and end stage cardiac or renal disease may also be covered under certain conditions.

### Service Areas:

Statewide

### Program Year:

N/A

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## **Contact Information:**

Connecticut Association for Homecare and Hospice  
110 Barnes Road  
P.O. Box 90  
Wallingford, CT 06492-0090

Telephone: 203-265-9931  
Fax: 203-949-0031  
Website: [www.cahch.org](http://www.cahch.org)

Refer to the Connecticut Association for Homecare and Hospice website listed above to access a directory of Connecticut Hospice and Palliative Care.

Members of the Connecticut Association for Homecare and Hospice that provide hospice services are listed below:

Farmington Valley VNA  
Hospice Program  
8 Old Mill Lane  
Simsbury, CT 06070  
Telephone: 860-651-3539

Hospice and Palliative Care  
of Connecticut  
111 Founders Plaza, Suite 200  
East Hartford, CT 06108  
Telephone: 860-528-5195

Franciscan Hospice Care  
267 Finch Avenue  
Meriden, CT 06451  
Telephone: 203-238-1441

Hospice and Palliative Care  
of Connecticut  
20 Furnace Street  
Danielson, CT 06239  
Telephone: 860-774-1366

Greater Bristol Visiting Nurse  
Association  
195 Maltby Street  
Bristol, CT  
Telephone: 860-583-1644

Hospice and Palliative Care  
of Connecticut  
237 East Aurora Street  
Waterbury, CT  
Telephone: 203-465-6245

Greater Torrington VNA  
261 Main Street  
Torrington, CT 06790  
Telephone: 860-626-7570

Hospice and Palliative Care  
of Connecticut  
33 North Plains Industrial Road  
Wallingford, CT 06492  
Telephone: 203-679-5300

Greenwich Hospital Home Care Hospice  
5 Perryridge Road  
Greenwich, CT 06830  
Telephone: 203-863-3883

Hospice and Palliative Care  
of Connecticut  
680 Bridgeport Avenue  
Shelton, CT 06484  
Telephone: 203-735-6664

Home and Community Health  
Services, Inc.  
140 Hazard Avenue  
Enfield, CT 06082  
Telephone: 860-763-7600

Visiting Nurse Services of Connecticut  
62 Commercial Boulevard  
Torrington, CT 06790  
Telephone: 860-482-6419

Hospice At Home  
765 Fairfield Avenue  
Bridgeport, CT 06604  
Telephone: 203-366-3821

Hospice of Central Connecticut  
56 W. Main Street  
Plainville, CT 06062  
Telephone: 860-793-3000  
VNA East  
34 Ledgebrook Drive  
Mansfield Center, CT 06250  
Telephone: 860-456-7288

Hospice of Foothills Visiting  
Nurse/Home Care  
32 Union Street  
Winsted, CT 06098  
Telephone: 860-379-8561

Hospice of North Eastern Connecticut  
Day Kimball Home Care  
320 Pomfret Street  
Putnam, CT 06260

Hospice of Southeastern Connecticut  
179 Gallivan Lane  
Uncasville, CT 06382  
Telephone: 860-848-5699

VNA Health At Home, Inc.  
27 Princeton Road, Suite 101  
Watertown, CT  
Telephone: 860-274-7531

Mid-Fairfield Hospice  
P.O. Box 489  
Wilton, CT 06897  
Telephone: 203-847-7646

Middlesex Hospice and Palliative Care  
28 Crescent Street  
Middletown, CT 06457  
Telephone: 860-704-5600

MidState VNA and Hospice  
P.O. Box 2729  
Meriden, CT 06450  
Telephone: 203-235-5714

New Milford Visiting Nurse  
Association Hospice  
68 Park Lane  
New Milford, CT 06776  
Telephone: 860-354-2216

North Central Hospice  
8 Keynote Drive  
Vernon Rockville, CT 06066  
Telephone: 860-872-9163

Regional Hospice of Western  
Connecticut  
405 Main Street  
Danbury, CT 06810  
Telephone: 203-797-1685

Saint Francis Hospital/Medical Center  
Home Care and Hospice  
114 Woodland Street  
Hartford, CT 06105  
Telephone: 860-714-4682

Sharon Health Care Center  
580 Long Hill Avenue  
Shelton, CT 06484  
Telephone: 860-364-1002

United Visiting Nurse Association  
United Home Hospice Program  
40 Lindeman Drive  
Trumbull, CT 06611  
Telephone: 203-330-9198

Visiting Nurse and Hospice Care of  
Southwestern Connecticut, Inc.  
1029 East Main Street  
Stamford, CT 06902  
Telephone: 203-325-7200

VNA Health Care Hospice and  
Palliative Care  
103 Woodland Street  
Hartford, CT 06105  
Telephone: 860-249-4862

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**Related Information:**

*N/A*



# Money Follows The Person Demonstration

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## Description:

Money Follows the Person is a demonstration project administered by the Department of Social Services that is intended to aid in rebalancing Connecticut's long-term care system so that individuals have maximum independence and freedom of choice regarding where they live and receive support services. The demonstration's advancement toward choice and reduced reliance on institutional care is measured by the attainment of five annual benchmarks. These benchmarks are:

1. Transition of 700 Medicaid-eligible older adults and persons with disabilities from nursing homes or other institutions to the community to receive support and services at home.
2. Increase funds for home and community-based services to help assure that sufficient community-based options are available to help people receive care at home rather than in a nursing home.
3. Increase the percentage of people receiving long-term care services in the community relative to the number of persons in institutions.
4. Decrease hospital discharges to nursing facilities, among those requiring care after discharge, by using a new screening system that will improve the assessment and appropriateness of placement.
5. Increase the probability of persons returning to the community within the first six months of institutional admission. Transitional services will be available for Medicaid-eligible persons who do not qualify for the demonstration, who are at risk of long-term institutional stays and who wish to return to the community.

An integral element of the demonstration is the transitioning of eligible persons from nursing homes to the community. Transition coordinators provide one-on-one assistance with this move. They help individuals with directing community supports, navigating systems and accessing resources. Housing coordinators help locate apartments and acceptable living arrangements; rental assistance is available for those who qualify. Assistive technology is also available to enhance independence. In October 2008, the demonstration added a range of home and community-based services defined in the following waivers: personal care assistance waiver, acquired brain injury waiver, elder waiver, mental illness waiver, independent family support waiver and comprehensive waiver.

Applicants are screened to verify that they live in institutions and that they are approved for Medicaid or have a Medicaid application pending. Applicants who meet these criteria are forwarded to a transition coordinator and a needs assessment for community services is initiated. Final determination for participation in the demonstration is based

upon a functional and financial community assessment; this determination takes approximately 60 to 90 days. Applications are available on the Department of Social Services website.

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## **Eligibility Requirements, Service Areas and Program Year:**

### Eligibility Requirements:

- Must be Medicaid-eligible or have a Medicaid application pending.
- Must be a nursing home resident for at least six months.

### Service Areas:

Statewide

### Program Year:

N/A

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## **Contact Information:**

Department of Social Services  
Money Follows the Person  
25 Sigourney Street  
Hartford, CT 06106  
Telephone: 888-99-CTMFP (888-992-8637)  
Email: [MFP@ct.gov](mailto:MFP@ct.gov)  
Website: [www.ct.gov/moneyfollowstheperson](http://www.ct.gov/moneyfollowstheperson)

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## **Related Information:**

[Money Follows the Person State-Funded Transition Program, refer to page X – 18.](#)

# Money Follows The Person State Funded Transition Program

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## Description:

The Money Follows the Person State Funded Transition Program can help individuals who currently reside in a nursing home and who are not eligible for the Money Follows the Person Demonstration. The program specifically targets individuals who have not been in a nursing home for six months but who would like to return to the community. On a first come first serve basis, the Program provides outreach to individuals, which includes information, support and services that may offer insight into available options for living in the community and guidance on how to be an active participant in the transition process. Transition Coordinators work one-on-one with participants to help them plan and implement the move from a nursing facility to their home. They also coordinate community-based supports and services that allow persons to remain at home. Persons can also receive help finding affordable housing and identifying governmental rental resources. The Program's Transitional Services may provide individuals with funds to help pay short-term expenses that are associated with moving from a facility to the community such as apartment set-up costs.

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## Eligibility Requirements, Service Areas and Program Year:

### Eligibility Requirements:

- Must be currently enrolled in Medicaid.
- Must be living in a nursing facility.

### Service Areas:

Statewide

### Program Year:

October 1 – September 30

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## Contact Information:

Department of Social Services  
Money Follows the Person  
25 Sigourney Street  
Hartford, CT 06106  
Telephone: 888-99-CTMFP (888-992-8637)  
Email: [MFP@ct.gov](mailto:MFP@ct.gov)  
Website: [www.ct.gov/moneyfollowstheperson](http://www.ct.gov/moneyfollowstheperson)

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**Related Information:**

*N/A*

# Nursing Homes

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## **Description:**

### *Chronic and Convalescent*

Skilled nursing home care is available to individuals who can no longer remain at home because the care and supervision required are too extensive for family members or available home care services to manage. This level of care may also be appropriate for discharged hospital patients who require sub-acute care and are not yet ready to return home. Facilities in Connecticut that offer skilled care are called chronic and convalescent nursing homes. Residents of these facilities require ongoing nursing care and substantial assistance with activities of daily living. These facilities are required by federal and state law to provide a variety of medical and social services, which are designed to promote and maintain residents' highest levels of physical, mental and psychosocial functions.

### *Rest Homes with Nursing Supervision*

Rest homes with nursing supervision are for individuals with chronic conditions who are unable to live independently but do not require constant skilled nursing care. Persons in rest homes usually have controlled and/or stable conditions that require minimal skilled-nursing services, nursing supervision or assistance with personal care on a daily basis. Homes provide a full range of medical, social, recreational and supportive services and 24-hour nursing supervision under medical direction.

The Connecticut Department of Public Health (DPH) licenses and serves as the regulatory and enforcement agency for nursing homes in the state. DPH achieves this by surveying nursing homes, enforcing federal requirements and certifying that nursing homes meet standards. Nursing home residents have the right to file complaints with DPH against a nursing home, its staff or other residents.

The Centers for Medicare and Medicaid Services (CMS) is a federal agency that requires every state to continually monitor its nursing homes to ensure that they meet federal laws and regulations. Nursing home complaints can also be filed with CMS. Persons should direct complaints to CMS if they believe the DPH is not adequately protecting nursing home residents' rights or if they think the action taken by the Department is slow or inadequate.

The Long Term Care Ombudsman Program works to improve the quality of life and quality of care of Connecticut citizens residing in nursing homes, residential care homes and assisted living. Ombudsmen respond to, and investigate complaints brought forward by residents, family members and/or other individuals acting on their behalf. All Ombudsmen activities are performed on behalf of and at the direction of residents. All communication with residents, their family members or legal guardians, as applicable, is held in strict confidentiality. Ombudsmen offer information and consultation to

consumers and providers, monitor state and federal laws and regulations and make recommendations for improvement.

The Department of Social Services is the certificate of need authority for nursing homes and sets the rates that can be charged to Medicaid recipients. Nursing homes must provide written notification to residents who are enrolled in Medicaid or who become eligible for Medicaid benefits identifying items and services within the home that are covered under Medicaid. They must also list those items and services that are not covered and specify the charges for them. Notification must be given to individuals at the time of admission or when they become eligible for Medicaid.

Persons who apply for nursing home care are often put on a wait list for admission. Nursing homes generally admit applicants on a first-come, first-serve basis; but, they may refuse to admit Medicaid applicants if a certain percentage of their beds are already occupied by Medicaid recipients, or if the only room that is available is a private-pay room. There are many other exceptions to the first-come, first-serve requirement; therefore, persons who feel they are improperly denied admission should contact the Regional Long Term Care Ombudsman.

Nursing homes may require some residents to pay a deposit or advance payment. Such payments may not be charged to residents who pay for nursing home care with Medicare or Medicaid. Medicare recipients may only be required to pay a deposit for services and personal comfort items, which Medicare does not cover. Medicaid applicants who are not yet determined eligible for Medicaid and whose stay in the home is not covered by Medicare may only be asked for a deposit or advance payment of up to \$1,500. When eligibility for Medicaid is established, the \$1,500 is returned to the person.

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## **Eligibility Requirements, Service Areas and Program Year:**

### Eligibility Requirements:

- Nursing homes maintain wait lists of applicants when beds are not available. Homes must take persons on a “first come, first serve basis” unless they have been granted a waiting list waiver from the Department of Social Services.
- Homes may have other admission requirements; interested persons should consult the home in which they have an interest.

### Service Areas:

Statewide

### Program Year:

July 1 – July 30 for issues related to state regulations.

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## **Contact Information:**

For additional information on nursing homes contact:

Department of Public Health  
Division of Health Systems Regulation  
410 Capitol Avenue  
P.O. Box 430308  
Hartford, CT 06106-0308  
Telephone: 860-509-7400

To file complaints against a nursing home facility:

Complaint/Compliance Unit  
Facility Licensing and Investigations  
Connecticut Department of Public Health  
410 Capitol Avenue, MS# 12 HSR  
Hartford, CT 06134

To file complaints against nursing home administrators and other staff:

Practitioner Unit  
Office of Practitioner Licensing and Investigations  
Connecticut Department of Public Health  
410 Capitol Avenue, MS 12 INV  
Hartford, CT 06134

For issues regarding residents' rights contact the local Regional [Long Term Care Ombudsman Program](#). Refer to page I – 6. :

Connecticut State Ombudsman  
Nancy Shaffer  
Department of Social Services  
25 Sigourney Street  
Hartford, CT 06106  
Telephone: 860-424-5200  
Fax: 860-424-4808  
Email: [ltcop@ct.gov](mailto:ltcop@ct.gov)  
Website: <http://www.ct.gov/ltcop>

Southern Region:  
401 West Thames Street  
Norwich, CT 06360  
Telephone: 860-823-3366  
Fax: 860-859-2667

414 Chapel Street, Suite 301  
New Haven, CT 06511  
Telephone: 203- 974-3030  
Fax: 203-789-7850

Northern Region:  
3580 Main Street  
Hartford, CT 06120  
Telephone: 860-723-1390  
Fax: 860-566-7144

3580 Main Street  
Hartford, CT 06120  
Telephone: 860-723-1124  
Fax: 860-566-4499

Western Region:  
249 Thomaston Avenue  
Waterbury, CT 06702  
Telephone: 203-597-4181  
Fax: 203-597-4048

1057 Broad Street  
Bridgeport, CT 06604  
Telephone: 203-551-5530  
Fax: 203-579-6903

To file complaints against the Department of Public Health:

Center for Medicare and Medicaid Services (CMS)  
John F. Kennedy Building, Room 2325  
Boston, MA 02203  
Telephone: 617-565-1188

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### **Related Information:**

[Medicaid, refer to page IX – 6.](#)

[Medicare, refer to page IX – 9.](#)

[Money Follows the Person, refer to page X – 16.](#)

[Money Follows the Person State Funded Transition Services, refer to page X – 18.](#)



# Private Pay Assisted Living Pilot

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## Description:

The Private Pay Assisted Living Pilot helps enable people to remain in participating assisted living communities for as long as possible after exhausting their assets, which may otherwise result in relocation to a nursing facility. The Pilot is a service component of the Connecticut Home Care Program for Elders (CHCPE), which is administered by the Alternate Care Unit of the Connecticut Department of Social Services. It provides subsidized assisted living services to persons age 65 and older who reside in private assisted living communities and who qualify functionally and financially for the CHCPE. Functional eligibility for the Pilot is determined by the CHCPE, which is based upon the applicant's need for assistance with activities of daily living. The applicant must have a critical need for assistance with at least one activity of daily living, which are: bathing, dressing, toileting (bowel/bladder care), eating/feeding, meal preparation and medical management/administration.

There are two components of the Pilot; namely, the Medicaid Waiver and the State funded program. Financial criteria are different for these two components.

Applicants that are determined to be financially and functionally eligible for the pilot are referred to an Access Agency for an assessment. When an assessment is performed, the Assisted Living Services Agency develops a plan of care and determines the consumer's Service Package Level. Service Package Levels are based on the weekly hours of personal care services needed by the consumer. There are four Service Package Levels.

The Alternate Care Unit Central Office of the Department of Social Services maintains a waiting list for persons who do not meet the financial criteria for the Pilot. Persons are placed on the wait list until they reduce their assets and are in compliance with the Pilot's requirements. When an opening on the wait list becomes available the Alternate Care Unit notifies these individuals and asks that they inform the unit if they are currently within the required financial limits so that they can be screened for the CHCPE. Persons must reply within 15 days of receiving this notification and must contact the Alternate Care Unit if they wish to remain on the waiting list. Persons who do not contact the Unit are removed from the waiting list; should they wish to reapply, are not returned to their previous place on the waiting list. Some individuals may have to contribute towards the cost of their care based on their income. Certain deductions are allowed from individuals' total gross income when determining the amount they are responsible for contributing to the cost of their care.

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## Eligibility Requirements, Service Areas and Program Year:

Eligibility Requirements:

- Must be age 65 or older.

- Must qualify functionally and financially for the Connecticut Home Care Program for Elders (CHCPE).
- Must reside in a participating Managed Residential Community (MRC) served by a participating Assisted Living Services Agency (ALSA).
- Must have a critical need for assistance with at least one activity of daily living.

For the Medicaid Waiver:

- Must have a monthly income of \$2,022 or less for an individual.
- Must have no more than \$1,600 in total assets for an individual; \$3,200 in total assets for a couple if both are receiving services; if only one individual is receiving services assets can be between \$23,512 and \$109,560 (based on spousal impoverishment rules).

For State-Funded:

- There are no income limits. The incomes of individuals that are above 200 percent of the Federal Poverty Guidelines (refer to [Appendix F](#)) are applied to the cost of their care plan.
- Must have no more than \$32,868 in total assets for an individual and \$42,824 for couples.

Service Areas:

Statewide

Program Year:

January 1 – December 31

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## Contact Information:

Department of Social Services  
Alternate Care Unit Central Office  
25 Sigourney Street  
Hartford, CT 06106

Telephone: 860-424-5133

Website: [www.ct.gov/dss/cwp/view.asp?a=2353&q=305170](http://www.ct.gov/dss/cwp/view.asp?a=2353&q=305170)

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## Related Information:

[Connecticut Home Care Program for Elders, refer to page X – 9.](#)

[Long Term Care Ombudsman Program, refer to page I – 6.](#)

[Managed Residential Communities, refer to page XII – 29.](#)

# Resident Service Coordinators

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## **Description:**

A number of housing communities employ Resident Service Coordinators. Service Coordinators help residents gain access to supportive services, which help allow them to remain independent. They perform a variety of functions within housing communities, which may include maintaining regular contact with residents, monitoring the delivery of supportive services, advocating for residents, providing mediation and conflict resolution between residents as well as helping to improve the relationship between residents and management.

Resident Service Coordinators also typically provide coordination of a variety of community-based services to help residents meet their current and potential future needs. These services may include: transportation, housekeeping, grocery shopping, health services and screening, personal care and nutritional, educational and recreational activities. Resident Service Coordinators also provide information and referrals and crisis intervention. Not all housing communities have Resident Service Coordinators and the services they provide may vary depending upon the needs of specific communities.

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## **Eligibility Requirements, Service Areas and Program Year:**

### Eligibility Requirements:

- Must be a resident of a housing community that has a Resident Service Coordinator.

### Service Areas:

Varies by housing community.

### Program Year:

Varies by community.

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## **Contact Information:**

Contact individual housing communities to determine if that particular housing community has a Resident Service Coordinator.

Contact the Connecticut Association of Resident Service Coordinators in Housing (CARSCH) for general information on the role of Resident Service Coordinators at [www.chfa.org](http://www.chfa.org) and look for the link to CARSCH.

Kathi Liberman, Co-Chair  
Resident Ombudsman  
Wethersfield Housing Authority  
60 Lancaster Road  
Wethersfield, CT 06109  
Telephone: 860-721-9595  
Fax: 860-721-6626  
Email:  
[wethersfieldhousing@yahoo.com](mailto:wethersfieldhousing@yahoo.com)

Mary Priestman, Co-Chair  
Resident Service Coordinator  
Meridian Tower  
52 Sheila Court  
Bristol, CT 06010  
Telephone: 860-589-0770  
Fax: 860-314-2664  
Email: [meridiantowerrsc@snet.net](mailto:meridiantowerrsc@snet.net)

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**Related Information:**

N/A