

STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES
AGING SERVICES DIVISION STATE UNIT ON AGING (SUA)
PROGRAM INSTRUCTION



5/11/09

Pamela A. Giannini, MSW, Director

Effective Date

PROGRAM INSTRUCTION PI-09-03

PROGRAM (S): Connecticut Statewide
Respite Care Program

SUBJECT: Procedure for instituting waitlist for clients in the Connecticut Statewide Respite Care Program due to close of intake, and prioritizing delivery of services once intake is reopened.

This Program Instruction (PI) provides guidance on the procedure for instituting a waitlist for new clients applying for the Statewide Respite Care Program, as well as protocol for serving all clients once intake is reopened.

Part I- Closed Intake

Per the May 11, 2009 memorandum from Claudette Beaulieu, Deputy Commissioner of Programs, intake for all new applications for the Connecticut Statewide Respite Care Program was closed effective 4:30 pm on May 11, 2009. The procedure for handling new applications is detailed below.

All applications received after 4:30pm on May 11, 2009, must be date stamped and filed. The “Pre-Screen Tool” must be completed using the information on the application and filed with it. Potential applicants from whom an application was received must be sent a “Notification of Placement on Waiting List Letter.” The potential applicant should now be placed on the waiting list with an effective date of the day the application was received and an assigned number in chronological order starting with one (1).

All potential applicants who call the agency inquiring about the CSRCP will be administered the “Pre-Screen Tool” and placed on the waiting list effective the time and date of the phone call if it is determined that they meet the basic eligibility criteria at the time of the call. They will also be assigned the next available number in chronological order on the list. They will then be sent the “Notification of Placement on Waiting List” letter.

If funds are available at this time, only recertified clients can be served, since intake is closed to new clients.

Part II- Open Intake

Once the close of intake is lifted and the Area Agencies on Aging are notified by phone and in writing by the Department, the AAAs may begin serving new clients on their waitlists. Priority in notifying clients shall be given to new clients in the order in which they are ranked on the waitlist. The Priority Scale shall continue to be used to rank every client receiving services on this program (both new clients and recertified clients).

All clients on the waiting list shall be called and sent the "Reevaluation Notice" as a follow up to the phone call. (An application will be sent at this time to those who have not submitted one). A grace period of two weeks will be allowed for applicants to submit an application (if they have not already done so) and/or respond to this notice if they have not been reached by phone.

If the applicant does not respond to the "Reevaluation Notice" in the two weeks, they will be called again and if there is no response, the "Notification of Removal From Waiting List" letter will be sent. Once applicants have responded affirmatively either by phone or to the "Reevaluation Notice" and submitted a completed application, they may be provided services. The ranking on the waiting list only applies to the notification process. Clients may be served as soon as the requisite paperwork is received.

**LEGAL AND
RELATED**

REFERENCES: Conn. Agencies Regs. 17b-349e-9 (e),
2001 Standards for the Connecticut Statewide Respite Care Program,
Part I Section B.3 of SFA contract between the Department of Social Services and
the Area Agencies on Aging.

Disposition: Retain for Reference
Distribution: Area Agencies on Aging
Responsible Unit: Cynthia Grant, (860) 424-5279

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