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Windsor CT 06095
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Program funded by Connecticut

Dear Participant and Family Member,

Public Partnerships, LLC (PPL) is excited to be selected by the Connecticut Department of Mental Retardation (DMR) to provide you with fiscal intermediary (FI) services starting July 1, 2005. We will work very hard to minimize any inconvenience created by the transition, and hope to maintain a great working relationship with you and your providers.

Our job is to help you manage your budget, make timely payments, and to answer your calls quickly. It's our responsibility to ensure accurate payment processing, tax filings and reporting so that you have the time and flexibility to direct your own services.

We will use our full-time customer service center and our high-speed payment processes to ensure your needs are met consistently. We know good providers are hard to find, and we respect the need for prompt and courteous service.

PPL has been providing fiscal intermediary services since 1999. We started in Massachusetts, and now work in 9 states helping persons with disabilities self-direct their own services.

We are the only fiscal intermediary selected by DMR whose sole mission is to provide fiscal intermediary services. We focus all our energy on making the fiscal intermediary process smooth, accurate and professional.

In the next month or so, we will contact you and/or your family via phone or in person to ensure that all program and tax related documents are complete and ready to go. We can help you enroll any way you choose: by telephone, mail, on-line, at a DMR office, or in your home.

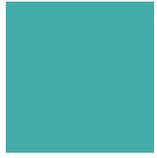
While our staff works with DMR to implement our fiscal intermediary service by July 1, please don't hesitate to call us at **(800) 359-6574** with any questions or concerns you may have.

Sincerely,

A handwritten signature in black ink, appearing to read 'Marc H. Fenton'.

*Marc H. Fenton
President of Public Partnerships, LLC (PPL)*

*Email us at pplct@pcgus.com
www.publicpartnerships.com*



WHO IS PUBLIC PARTNERSHIPS, LLC (PPL)?

PPL's focus is to not only ensure that services are being paid; we want to enhance your experience with self directed services as well.

Public Partnerships, LLC (PPL) is a national organization dedicated to providing fiscal intermediary and related services to consumers and families seeking to self direct their own services. PPL has developed and now manages fiscal intermediary services in 10 states. We have designed and managed statewide programs that serve from 15 to 3,200 consumers living in rural, suburban and urban areas.



Our sole mission is to provide fiscal intermediary services. We focus all our energy on making the fiscal intermediary process smooth, accurate, and professional.

WHAT YOU CAN EXPECT FROM PPL:

Outstanding customer service - Our Full-Time Customer Service Call Center is open Monday through Friday 9:00AM to 7PM. Dedicated customer service staff is trained to answer questions about your DMR program. We will:

- Meet your cultural needs by responding to questions in English, Spanish, TTY, or other translation requirements on the spot
- Assist you in understanding and completing DMR required program documents
- Help you complete tax paperwork necessary to transfer or enroll with a new FI per IRS requirements
- Call you, the case manager, support broker, or provider if an item cannot be paid right away
- Review any issues or concerns you may have regarding our regular monthly reports

Quick Payment Processing - Our financial operations staff will confirm and issue payments for goods, agency services, and employee wages and taxes based on your DMR approved ISA budget. We will:

- Scan employee timesheets and other invoices into our computer system
- Quickly match your records to DMR authorizations using special software
- Pre-print forms with your information already filled out whenever possible, but still require your review and signature
- Provide Regular Reports to you and your case manager so that you can keep up with payments and help manage your services
- Offer direct deposit to each of your providers so they receive their paycheck quickly