**State and local advocacy organizations**

*State Survey Agency*

The Connecticut Department of Public Health Facilities Licensing & Investigations Section performs annual surveys of nursing homes to determine compliance with federal and state regulatory requirements. The Section also investigates complaints received. Information about the complaint process can be found at http://www.ct.gov/dph/cwp/view.asp?a= 3121&q=387678&dphNav=|&dphNav\_GID=1821.

Complaints may be sent to:

Connecticut Department of Public Health

Facilities Licensing & Investigations Section

410 Capitol Avenue, MS #12 HSR

P.O. Box 340308

Hartford, CT 06134-0308

860.509.7407

dph.fliscomplaint@ct.gov

*State Licensure Office*

The Connecticut Department of Public Health Facilities Licensing & Investigations Section also issues all nursing home licenses for nursing homes operated in the State of Connecticut.

Contact Information:

Connecticut Department of Public Health

Facility Licensing & Investigations Section

410 Capitol Avenue, MS #12 HSR

P.O. Box 340308

Hartford, CT 06134-0308

860.509.7407

*State Long Term Care Ombudsman*

Mandated by the Federal Older Americans Act and Connecticut General Statute 17b-400, the Connecticut Long Term Care Ombudsman Program protects and promotes the rights and quality of life for residents of skilled nursing facilities, residential care homes and managed residential care communities (also known as assisted living facilities). The Regional Ombudsman, along with the Volunteer Resident Advocate, provides a voice to residents’ concerns and, as importantly, empowers residents to have a voice in ensuring their rights. This is accomplished through individual consultation and complaint resolution and also through work with other state agencies and advocacy organizations. The State Ombudsman also works with policy makers, legislators and stakeholders to advance and improve systems and protections at the state level. For more information about the LTC Ombudsman, see http://www.ct.gov/ltcop/site/default.asp.

Contact Information:

Nancy B. Shaffer, M.A.

CT State Long Term Care Ombudsman

Department of Social Services

55 Farmington Avenue

Hartford, CT 06105-3730

866.388.1888 (Toll free)

860.424.5200

ltcop@ct.gov

*Protection & Advocacy Agency (developmental disabilities)*

Disability Rights Connecticut, Inc. (“DRCT”) is an independent, nonprofit organization established to be the successor entity to Connecticut’s Office of Protection and Advocacy for Persons with Disabilities which was abolished by Connecticut law as of June 30, 2017. DRCT is a statewide organization largely funded by federal entities and authorized by the Developmental Disabilities Assistance and Bill of Rights Act, Rehabilitation Act and Social Security Act. For more information, see www.disrightsct.org.

Contact Information:

Disability Rights Connecticut, Inc.

846 Wethersfield Ave

Hartford, CT 06144

800.842.7303

info@disrightsct.org

www.disrightsct.org

*Adult Protective Services*

The Protective Services for the Elderly Program (PSE) is designed to safeguard people 60 years and older from physical, mental and emotional abuse, neglect, abandonment, and /or financial abuse and exploitation. This includes allegations of abuse or neglect of residents in long-term care facilities. For more information about the PSE program, visit http://portal.ct.gov/dss/Social-Work-Services/Social-Work-Services/Related-Resources.

Contact Information:

Department of Social Services

Social Work Division

55 Farmington Avenue

Hartford, CT 06105-3730

1.888.385.4225 (in state)

1.800.203.1234 (out of state)

1.860.424.5281

After hours emergencies – 2-1-1 (in state); 1.800.203.1234 (out of state)

*Contact Agency for Information about Returning to the Community/Home and Community Based Service Programs*

CT Homecare for Elders Program helps eligible clients continue living at home instead of going to a nursing home. To be eligible, applicants must be 65 years of age or older, be a Connecticut resident, be at risk of nursing home placement and meet the program’s financial eligibility criteria. To be at risk of nursing home placement means that the applicant needs assistance with critical needs such as bathing, dressing, eating, taking medications, toileting. Each applicant’s needs are reviewed to determine if the applicant may remain at home with the help of home care services. For more information on eligibility criteria, see http://portal.ct.gov/dss/Health-And-Home-Care/Connecticut-Home-Care-Program-for-Elders/Connecticut-Home-Care-Program-for-Elders-CHCPE.

Contact Information:

CT Homecare for Elders Program

Department of Social Services

Community Options

55 Farmington Avenue, 9th Floor

Hartford, CT 06105

800.445-5394

Money Follows the Person is a Federal demonstration project dedicated to assuring Connecticut residents access to a full range of high quality, long-term care options that maximize autonomy, choice and dignity. For more information, see http://portal.ct.gov/DSS/Health-And-Home-Care/Money-Follows-the-Person-Program/Money-Follows-the-Person-Program.

Contact Information:

Money Follows the Person Program

Department of Social Services

55 Farmington Avenue

Hartford, CT 06105-3730

1.888.99CTMFP (1.888.992.8637)

*Medicaid Fraud Control Unit*

Medicaid Fraud Control Unit protects the State of Connecticut and its taxpayers by investigating and prosecuting fraud committed by those health care professionals and facilities who provide services paid for by Medicaid, the government health insurance program for lower income people. For more information, see http://www.ct.gov/csao/cwp/view.asp?q=285772.

Contact Information:

Medicaid Fraud Control Unit

Office of the Chief State’s Attorney

300 Corporate Place

Rocky Hill, CT 06067

860.258.5986

*Aging and Disability Resource Center*

Community Choices is the state’s Aging and Disability Resource center. It offers a powerful information hub linking older adults, persons living with disabilities, and caregivers in Connecticut to the services and supports they seek. Its dedicated staff can connect you to everything from a name and phone number to more detailed information regarding community services through activities such as benefit screening, options counseling, and care transitions. For more information, see http://www.ct.gov/agingservices/cwp/view.asp?a=2510&q =385896.

Contact Information:

1-800-994-9422

**[insert local center information – see website for local center contact information]**