

Allen, Susan

From: Neal Goswami [REDACTED]
Sent: Friday, January 04, 2013 10:40 AM
To: Allen, Susan
Subject: Vets home

Hi Sue,

Can you help me set up a time to speak with Jim Reardon today by phone regarding the Veterans Home budget deficit?

thanks,
Neal

Neal P. Goswami
Staff Writer
[REDACTED]

Allen, Susan

From: Duffy, Kate
Sent: Wednesday, December 19, 2012 3:33 PM
To: Spaulding, Jeb; Allen, Susan
Subject: FW: media requests

FYI on Vets Home

From: Jackson, Melissa
Sent: Wednesday, December 19, 2012 2:55 PM
To: Allen, Susan
Cc: Colonel JosephKrawczyk; Reardon, Jim; Duffy, Kate
Subject: media requests

Just an FYI I spoke with WAMC and I am awaiting a return call from the Rutland Herald about the L and P letter.

Melissa Jackson, BSW, LNHA
Vermont Veterans Home
325 North St
Bennington, VT
05201


<http://vvh.vermont.gov>

CONFIDENTIALITY NOTICE: This communication, including any attachments, may contain confidential information and is intended only for the individual or entity to which it is addressed. Any review, dissemination, or copying of this communication by anyone other than the intended recipient is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and delete and destroy all copies of the original message.

Allen, Susan

From: Duffy, Kate
Sent: Monday, September 24, 2012 2:17 PM
To: Allen, Susan; Spaulding, Jeb
Subject: Fwd: Question about the veterans home

FYI

Sent from my iPhone

Begin forwarded message:

From: Susan Keese <[REDACTED]>
Date: September 24, 2012 2:13:16 PM EDT
To: "Duffy, Kate" <Kate.Duffy@state.vt.us>
Subject: Re: Question about the veterans home

Yes, thanks. Again [REDACTED]

Susan Keese

----- Original Message -----

From: "Kate Duffy" <Kate.Duffy@state.vt.us>
To: "Susan Keese" <[REDACTED]>
Sent: Monday, September 24, 2012 2:07:10 PM
Subject: Re: Question about the veterans home

I am in a meeting until 5:30. Would it be possible to do it after that?

Sent from my iPhone

On Sep 24, 2012, at 12:51 PM, "Susan Keese" <skeese@vpr.net> wrote:

Hi Kate -- Thanks. Is there a chance we could talk very briefly on tape on the phone? I am at [REDACTED]

Thanks, Susan

Susan Keese

VPR News

Southern Vermont: [REDACTED]

----- Original Message -----

From: "Kate Duffy" <Kate.Duffy@state.vt.us>
To: "Susan Keese" <[REDACTED]>

Cc: "Karen Pallas" <Karen.Pallas@state.vt.us>
Sent: Monday, September 24, 2012 12:23:58 PM
Subject: RE: Question about the veterans home

Hi Susan, We have spoken with CMS and have been told that we will get another visit before any final decision is issued. I don't think a letter has been sent to this effect, but we are quite confident that no decision on termination has been made or will be made before another visit by the survey team. All of the September 13th findings do relate to the assault. Hope that answers your questions, KGD

-----Original Message-----

From: Susan Keese [<mailto:> 
Sent: Monday, September 24, 2012 10:53 AM
To: Duffy, Kate
Cc: Pallas, Karen
Subject: Question about the veterans home

Hi Kate -- This is Susan Keese. I'm a reporter in southern Vermont for Vermont Public Radio, and I'm planning to file a story or stories about the vets home today.

Here's my immediate question: I have a copy of a letter written by CMS and dated Sept 18. It says that "Based on your facility's continued non-compliance and the September 13 2012 findings of Immediate jeopardy and substandard quality of care, your provider agreement will be terminated from the Medicare and Medicaid Programs as of September 28, 2012."

Joe Krawczyk tells me that due to the state's work on this, that the determination is not final yet. He says he believes some letters 'crossed in the mail.'

Can you tell me if Joe is correct, or if the Veterans Home's Medicare and Medicaid certification has been and is now terminated?

Also, what were the findings of September 13? I imagine they have to do with the (alleged?) assault on September 11, but can you help me get this straight?

I am at [REDACTED]

Thanks very much
Susan Keese

Susan Keese

VPR News

SE VT Studio [REDACTED]

--

Scanned by MailScanner

Allen, Susan

From: Jackson, Melissa
Sent: Friday, September 21, 2012 1:58 PM
To: Duffy, Kate; Reardon, Jim; Spaulding, Jeb; Colonel JosephKrawczyk; Allen, Susan
Subject: banner article on Karen

Good Afternoon,

There is a brief article on the banner's web page about Karen's termination. A full story will be in tomorrow's paper. The link is below.

http://www.benningtonbanner.com/local/ci_21597140/update-vvh-trustees-fire-assistant-administrator

Melissa Jackson, BSW, LNHA
Vermont Veterans Home
325 North St
Bennington, VT
05201


<http://vvh.vermont.gov>

CONFIDENTIALITY NOTICE: This communication, including any attachments, may contain confidential information and is intended only for the individual or entity to which it is addressed. Any review, dissemination, or copying of this communication by anyone other than the intended recipient is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and delete and destroy all copies of the original message.

Allen, Susan

From: Lofy, Bill
Sent: Friday, September 21, 2012 11:24 AM
To: Allen, Susan
Subject: Re: vets home

Yes

On Sep 21, 2012, at 10:43 AM, "Allen, Susan" <Susan.Allen@state.vt.us> wrote:

> OK by you?

>

> -----Original Message-----

> From: Neal Goswami [<mailto:ngoswami@benningtonbanner.com>]

> Sent: Friday, September 21, 2012 10:43 AM

> To: Allen, Susan

> Subject: vets home

>

> Good morning Sue,

>

> I'm hoping to catch the governor for a couple of minutes on the phone about the situation at the Vermont Veterans Home. Since the trustees are appointed by the governor, I'd like to hear his take on the situation. Is this possible today?

>

> Thanks,

> Neal

>

>

>

> Neal Goswami

> Staff Writer

> Bennington Banner

>

>

>

>

Allen, Susan

From: Jackson, Melissa
Sent: Friday, September 21, 2012 8:16 AM
To: Duffy, Kate; Spaulding, Jeb; Allen, Susan; Reardon, Jim
Subject: Banner News

The incident that lead to the September 13th deficiencies has made the front page of the Banner. I have included the link to the story below.

http://www.benningtonbanner.com/ci_21596522/punching-alleged-at-vets-home

Melissa Jackson, BSW, LNHA
Vermont Veterans Home
325 North St
Bennington, VT
05201


<http://vvh.vermont.gov>

CONFIDENTIALITY NOTICE: This communication, including any attachments, may contain confidential information and is intended only for the individual or entity to which it is addressed. Any review, dissemination, or copying of this communication by anyone other than the intended recipient is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and delete and destroy all copies of the original message.

Allen, Susan

From: Duffy, Kate
Sent: Wednesday, September 19, 2012 9:45 PM
To: Jackson, Melissa
Cc: Spaulding, Jeb; Allen, Susan; Colonel JosephKrawczyk
Subject: Re: VPR

Joe and Melissa, what would be a good time? a

Sent from my iPad

On Sep 19, 2012, at 4:11 PM, "Jackson, Melissa" <Melissa.Jackson@state.vt.us> wrote:

Good Afternoon,

VPR will be here tomorrow at noon for an interview about our funding situation.

Melissa Jackson, BSW, LNHA
Vermont Veterans Home
325 North St
Bennington, VT
05201



<http://vvh.vermont.gov>

CONFIDENTIALITY NOTICE: This communication, including any attachments, may contain confidential information and is intended only for the individual or entity to which it is addressed. Any review, dissemination, or copying of this communication by anyone other than the intended recipient is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and delete and destroy all copies of the original message.

Allen, Susan

From: Spaulding, Jeb
Sent: Wednesday, September 19, 2012 4:53 PM
To: GPS; Lofy, Bill; Allen, Susan
Subject: VVH - Confidential

Preparing for a decision from the feds, here is a proposed course of action/statement if the decision is bad. This is for discussion, let me know what you think or prefer to go in another direction.

Without federal funding for Medicaid and Medicare eligible residents, the State of Vermont can not afford to operate the Veterans Home at its current level indefinitely. That said, we will not abandon our Veterans or the Vermont Veterans Home. My Administration will do everything we can to support the Board, staff, and management at the VVH in the implementation of a remediation plan, much of which is already in place, to expedite recertification by federal regulators and restore federal funding. It could take several months to find out whether that would be successful. During that period we will scope out the options if federal funding looks not to be. The cost to taxpayers for the period to get a decision on recertification is likely to be several million dollars.

Another option would be to move Medicaid and Medicare Veterans to other nursing homes that are certified. I am told there are enough beds for this. This could lead to a downsizing at the VVH and could affect its long term viability. I don't see this route as feasible.

Jeb Spaulding, Secretary of Administration
State of Vermont
Pavilion Office Building
109 State Street
Montpelier, VT 05609

People are our greatest asset

Allen, Susan

From: Jackson, Melissa
Sent: Tuesday, September 11, 2012 1:38 PM
To: Reardon, Jim; Duffy, Kate; Spaulding, Jeb; Allen, Susan
Cc: Berard, John
Subject: Channel 3

Good Afternoon,

Susie Stommel for channel 3 will be visiting VVH tomorrow to interview me and the new board president about the issues around staffing and our surveys. They will also be staying for the board meeting.

Thanks,

Melissa Jackson, BSW, LNHA
Vermont Veterans Home
325 North St
Bennington, VT
05201


<http://vvh.vermont.gov>

CONFIDENTIALITY NOTICE: This communication, including any attachments, may contain confidential information and is intended only for the individual or entity to which it is addressed. Any review, dissemination, or copying of this communication by anyone other than the intended recipient is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and delete and destroy all copies of the original message.

Allen, Susan

From: Jackson, Melissa
Sent: Friday, August 17, 2012 11:38 AM
To: Allen, Susan
Cc: Duffy, Kate; Reardon, Jim; Colonel Laura Corrow
Subject: bennington Banner

Just and FYI the Banner called I provided them with the type of mold and informed them of the mold abatement starting on Monday. He did not ask about Veterans being moved, nor did I offer.

Thanks

Melissa Jackson, BSW, LNHA
Vermont Veterans Home
325 North St
Bennington, VT
05201



<http://vvh.vermont.gov>

CONFIDENTIALITY NOTICE: This communication, including any attachments, may contain confidential information and is intended only for the individual or entity to which it is addressed. Any review, dissemination, or copying of this communication by anyone other than the intended recipient is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and delete and destroy all copies of the original message.

Allen, Susan

From: Jackson, Melissa
Sent: Monday, April 23, 2012 10:23 AM
To: Allen, Susan
Subject: Governor Shumlin's Visit to Bennington

Susan,

I have been informed that the Governor will be visiting the State Office Building in Bennington on May 14th for a ribbon cutting ceremony. Does his schedule for the day include a visit to the Veterans Home to see our completed Geo-Thermal project? If not the Board of Trustees and I would like to plan a ribbon cutting ceremony for the completion of this project. We were originally told that the completion of the State Office Building and our project would have a joint ribbon cutting ceremony.

I look forward to hearing from you.

Melissa Jackson, BSW, LNHA
Vermont Veterans Home
325 North St
Bennington, VT
05201


<http://vvh.vermont.gov>

CONFIDENTIALITY NOTICE: This communication, including any attachments, may contain confidential information and is intended only for the individual or entity to which it is addressed. Any review, dissemination, or copying of this communication by anyone other than the intended recipient is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and delete and destroy all copies of the original message.

Trombley, Shana

From: Allen, Susan
Sent: Tuesday, November 08, 2011 12:25 PM
To: Trombley, Shana
Cc: Lofy, Bill
Subject: Two Bennington Scheduling Requests

1. Ann Curran at Vermont Public Television wants Gov to help them with an event inaugurating new transmitters in Bennington County. She didn't mention dates. Her number is [REDACTED]
2. Melissa at the Veterans Home wants Gov to come to the Tree Lighting on Dec. 7 between 4:30 and 6. (She's flexible about timing) [REDACTED]

Susan Allen
Special Assistant to the Governor
802-828-3333

Trombley, Shana

From: Cadorette, Wendy
Sent: Wednesday, May 02, 2012 11:21 AM
To: Trombley, Shana
Cc: Obuchowski, Mike; Burley, Dave; Johnson, Harriet; Minoli, Wanda; Sandretto, Tom
Subject: RE: Governor Shumlin's Visit to Bennington

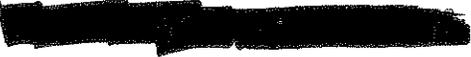
Shana – you would work with Melissa Jackson at the Veterans Home. I look forward to hearing from you later today.
☺ Thanks.

Melissa Jackson, BSW, LNHA
Vermont Veterans Home
325 North St
Bennington, VT
05201


<http://vvh.vermont.gov>

Wendy

Wendy L. Cadorette | Department of Buildings & General Services
Office of the Commissioner | Executive Assistant
2 Governor Aiken Avenue | Montpelier, VT 05633-5801



From: Trombley, Shana
Sent: Wednesday, May 02, 2012 11:08 AM
To: Cadorette, Wendy
Cc: Obuchowski, Mike; Burley, Dave
Subject: RE: Governor Shumlin's Visit to Bennington

Hi Wendy,

Thanks for the update. I have a schdling meeting with the Governor today so let me discuss this with him. My initial reaction is to do this another time as May 9th is going to be too tight. I'll give you the final answer later today.

Who should I work with to find a future date for the Veterans Home Ribbon Cutting? -Shana

From: Cadorette, Wendy
Sent: Wednesday, May 02, 2012 10:56 AM
To: Trombley, Shana
Cc: Obuchowski, Mike; Burley, Dave
Subject: RE: Governor Shumlin's Visit to Bennington

Hi Shana,

I just discussed this with Dave. It appears that quite some time ago, December or January, there was conversation/interest in holding both ribbon cutting events on the same day. If the Governor is available, I'm sure the

Veterans Home would be thrilled. That said, as you know our event is scheduled a week from today. Have you heard if the session will be ending this week? Thanks.

Wendy

Wendy L. Cadorette | Department of Buildings & General Services
Office of the Commissioner | Executive Assistant
2 Governor Aiken Avenue | Montpelier, VT 05633-5801
[REDACTED]

From: Trombley, Shana
Sent: Wednesday, May 02, 2012 10:37 AM
To: Cadorette, Wendy; Burley, Dave
Cc: Obuchowski, Mike
Subject: RE: Governor Shumlin's Visit to Bennington

Any update on this? Thanks, Shana

Shana Trombley
Scheduler
Office of the Governor
[REDACTED]

From: Trombley, Shana
Sent: Wednesday, April 25, 2012 4:10 PM
To: Cadorette, Wendy; Burley, Dave
Cc: Obuchowski, Mike
Subject: RE: Governor Shumlin's Visit to Bennington

Thanks, Wendy. I'll wait to hear from you, Dave. Thanks, Shana

From: Cadorette, Wendy
Sent: Wednesday, April 25, 2012 4:05 PM
To: Trombley, Shana; Burley, Dave
Cc: Obuchowski, Mike
Subject: RE: Governor Shumlin's Visit to Bennington

Hi Shana – I'm sorry I don't, however I'm including Dave Burley as I believe he communicated earlier today with Melissa on this matter. Thanks.

Wendy

Wendy L. Cadorette | Department of Buildings & General Services
Office of the Commissioner | Executive Assistant
2 Governor Aiken Avenue | Montpelier, VT 05633-5801
[REDACTED]

From: Trombley, Shana
Sent: Wednesday, April 25, 2012 3:45 PM

To: Cadorette, Wendy
Subject: FW: Governor Shumlin's Visit to Bennington

Hi Wendy,

Do you know anything about this idea of a joint ribbon cutting ceremony with the Veterans Home? Thx,
Shana

From: Allen, Susan
Sent: Monday, April 23, 2012 11:07 AM
To: Trombley, Shana
Subject: FW: Governor Shumlin's Visit to Bennington

From: Jackson, Melissa
Sent: Monday, April 23, 2012 10:23 AM
To: Allen, Susan
Subject: Governor Shumlin's Visit to Bennington

Susan,

I have been informed that the Governor will be visiting the State Office Building in Bennington on May 14th for a ribbon cutting ceremony. Does his schedule for the day include a visit to the Veterans Home to see our completed Geo-Thermal project? If not the Board of Trustees and I would like to plan a ribbon cutting ceremony for the completion of this project. We were originally told that the completion of the State Office Building and our project would have a joint ribbon cutting ceremony.

I look forward to hearing from you.

Melissa Jackson, BSW, LNHA
Vermont Veterans Home
325 North St
Bennington, VT
05201


<http://vvh.vermont.gov>

CONFIDENTIALITY NOTICE: This communication, including any attachments, may contain confidential information and is intended only for the individual or entity to which it is addressed. Any review, dissemination, or copying of this communication by anyone other than the intended recipient is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and delete and destroy all copies of the original message.

Trombley, Shana

From: Allen, Susan
Sent: Tuesday, June 05, 2012 4:44 PM
To: Trombley, Shana
Subject: Fwd: Vets Home Ribbon Cutting

Sent from my iPhone

Begin forwarded message:

From: "Jackson, Melissa" <Melissa.Jackson@state.vt.us>
Date: June 5, 2012 4:38:06 PM EDT
To: "Allen, Susan" <Susan.Allen@state.vt.us>
Subject: Vets Home Ribbon Cutting

Susan,

The Veterans' Home will be holding a ribbon cutting to celebrate to completion of our geo thermal project on July 2nd at 12:00pm. Senator Sanders will be on hand to help make the end of this project. This project was funded by a grant from the Veterans Administration as well as funds from the State of Vermont. I would like to extend an invitation to Governor Shumlin and Lt. Governor Scott to join us. Please let me know if their schedules will allow them to participate in these festivities.

Melissa Jackson, BSW, LNHA
Vermont Veterans Home
325 North St
Bennington, VT
05201


<http://vvh.vermont.gov>

CONFIDENTIALITY NOTICE: This communication, including any attachments, may contain confidential information and is intended only for the individual or entity to which it is addressed. Any review, dissemination, or copying of this communication by anyone other than the intended recipient is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and delete and destroy all copies of the original message.

Trombley, Shana

From: Reed, Richard
Sent: Friday, November 09, 2012 5:55 PM
To: Trombley, Shana
Subject: RE: Veterans Day Memorial Dedication - Champlain College

Shana,

Since most of what I might have the GVAC will be presenting to the Governor next week, and I don't want to interfere with that. Here are a couple of things that might help bring the meaning of Veterans Day a little closer to home.

There are twenty two million living Americans today who have served in uniform. More than fifty two thousand of them live in Vermont. Many still serve in the VT National Guard and military Reserves.

On Memorial Day we honor our fallen. On Veterans Day we recognize and thank those among us who have served to protect and preserve our freedoms.

Hope this helps. I will let you know if I have more. Sorry for the lack of hot buttons.

Richard

From: Trombley, Shana
Sent: Friday, November 09, 2012 3:51 PM
To: Reed, Richard
Subject: RE: Veterans Day Memorial Dedication - Champlain College

Hi Richard,

Do you have any bullet points you'd like to Governor to have in advance of Monday's event? Thanks, S

From: Reed, Richard
Sent: Wednesday, November 07, 2012 12:23 PM
To: Trombley, Shana
Subject: RE: Veterans Day Memorial Dedication - Champlain College

Hi Shana,

This is the first I have heard of this, but let me dig and see what I can find for the Governor. General talking points would be in the email I sent you before on Veterans Day. Will get back asap.

Richard

From: Trombley, Shana
Sent: Tuesday, November 06, 2012 12:10 PM
To: Reed, Richard
Subject: Veterans Day Memorial Dedication - Champlain College

Hi Richard,

Governor Shumlin will be participating in Champlain College's Veterans Day celebration as they dedicate a memorial to military service men and women on Nov. 12. Additional participants include Brigadier General Stephen Cray and Gov. Douglas. Are you planning to attend? Would you be able to put together a few talking points for Governor Shumlin? He also hopes to acknowledge their program that allows veterans and their family members to take courses at the college. I understand the program was cited as a model by the US Dept. of Veterans Affairs. Any talking points you could provide would be welcomed.

Thank you,

Shana Trombley
Scheduler
Governor's office
802.828.3333 (o)

shana.trombley@state.vt.us

Visit Governor Shumlin's Online Resources:

[Website](#) | [Facebook](#) | [Twitter](#) | [YouTube](#)

I have attached a brief history on the project. Please let me know if you need any additional information.

Thank You

Melissa

From: Trombley, Shana
Sent: Tuesday, June 19, 2012 9:10 AM
To: Jackson, Melissa
Subject: RE: Ribbon Cutting on July 2nd

Definitely! Can you send me a bit of ba

June 25, 2012

The Vermont Veterans' Home
325 North Street
Bennington, Vermont 05201

Dear Friends,

I am writing to congratulate the Vermont Veterans' Home (VVH) on the completion of the Geothermal Heating/Cooling Project. I am sorry my schedule will not allow me to join in your celebration.

In 2005, the VVH reviewed their facility's mechanical and structural needs and a decision was made to address the inefficient heating and air handling equipment. Utilizing the large aquifer located under the home, the facility was converted to an open loop geothermal system. Today's ribbon cutting celebrates the completion of this exciting project and serves as an example of how we can move toward more efficient and cleaner renewable energy. I was pleased to learn that not only does this project ensure a more efficient heating and cooling system, it has also resulted in a 39% reduction in the home's fuel oil consumption from 2007 levels.

I am very pleased to offer my congratulations on the completion of the Geothermal Heating/Cooling Project. Your efforts will ensure a comfortable and improved environment for the Veterans residing at the VVH.

Sincerely,

Peter Shumlin
Governor

PS:lk

Richards, Alyson

From: Spaulding, Jeb
Sent: Tuesday, September 25, 2012 11:28 AM
To: Lofy, Bill; Allen, Susan; London, Sarah; Richards, Alyson; GPS
Subject: VVH

The feds are on site at the Vets Home. We should know the result by the end of the day. Keep your fingers crossed.

Jeb Spaulding, Secretary of Administration
State of Vermont
Pavilion Office Building
109 State Street
Montpelier, VT 05609

People are our greatest asset

Richards, Alyson

From: Spaulding, Jeb
Sent: Monday, September 24, 2012 5:29 PM
To: Richards, Alyson
Cc: Lofy, Bill
Subject: RE: Info

I think the course has been set for now. The re-inspection will take place this week and we have all hands on deck.

-----Original Message-----

From: Richards, Alyson
Sent: Monday, September 24, 2012 5:23 PM
To: Spaulding, Jeb
Cc: Lofy, Bill
Subject: RE: Info

It sounds like it may be tips/advice on how to navigate the process of potential decertification of the Veterans Home. It was nice of Paul at HHS to offer, but I wonder if we are already passed the stage where this might be helpful.

I'm also happy to chat with her and pass along anything that may be useful if you think that is worthwhile.

-----Original Message-----

From: Spaulding, Jeb
Sent: Monday, September 24, 2012 5:19 PM
To: Richards, Alyson
Cc: Lofy, Bill
Subject: RE: Info

Not sure what the subject of the call would be. Can you help me with that?

-----Original Message-----

From: Richards, Alyson
Sent: Monday, September 24, 2012 4:04 PM
To: Spaulding, Jeb
Cc: Lofy, Bill
Subject: FW: Info

Just got this from our liaison at HHS - interested in setting up this call? If so, who should it be with? Thanks!

Aly

-----Original Message-----

From: Dioguardi, Paul (HHS/IEA) [<mailto:Paul.Dioguardi@hhs.gov>]
Sent: Monday, September 24, 2012 3:51 PM
To: Richards, Alyson
Subject: RE: Info

Aly-

I'd like to connect you with our chief of staff, Sally Howard. She went through a similar situation when she was with Sec Sebelius in Kansas. If you have some time this week, I can have my office set up a call.

Thanks,

Paul

-----Original Message-----

From: Richards, Alyson [<mailto:Alyson.Richards@state.vt.us>]

Sent: Friday, September 14, 2012 7:22 PM

To: Dioguardi, Paul (HHS/IEA)

Subject: Info

Veterans' Home
Bennington, VT

Thanks for the help!

Best,

Aly

>

Richards, Alyson

From: Dioguardi, Paul (HHS/IEA) [Paul.Dioguardi@hhs.gov]
Sent: Monday, September 24, 2012 3:51 PM
To: Richards, Alyson
Subject: RE: Info

Follow Up Flag: Follow up
Flag Status: Completed

Aly-
I'd like to connect you with our chief of staff, Sally Howard. She went through a similar situation when she was with Sec Sebelius in Kansas. If you have some time this week, I can have my office set up a call.

Thanks,
Paul

-----Original Message-----

From: Richards, Alyson [<mailto:Alyson.Richards@state.vt.us>]
Sent: Friday, September 14, 2012 7:22 PM
To: Dioguardi, Paul (HHS/IEA)
Subject: Info

Veterans' Home
Bennington, VT

Thanks for the help!

Best,
Aly
>

Richards, Alyson

From: Dioguardi, Paul (HHS/IEA) [Paul.Dioguardi@hhs.gov]
Sent: Monday, September 17, 2012 12:14 PM
To: Richards, Alyson
Subject: RE: Info

Thanks. This has been flagged at senior levels here. I'll follow up with you once we know more about options moving forward.

-----Original Message-----

From: Richards, Alyson [<mailto:Alyson.Richards@state.vt.us>]
Sent: Friday, September 14, 2012 7:22 PM
To: Dioguardi, Paul (HHS/IEA)
Subject: Info

Veterans' Home
Bennington, VT

Thanks for the help!
Best,
Aly
>

Richards, Alyson

From: Johnson, Harriet
Sent: Monday, August 27, 2012 8:34 AM
To: Richards, Alyson; Appleby, Leigh
Subject: RE: Vets Home Signatures

Thank you both

Harriet Johnson | Agency of Administration
109 State Street | Montpelier, VT 05609-0201
[REDACTED]

From: Richards, Alyson
Sent: Monday, August 27, 2012 8:32 AM
To: Appleby, Leigh
Cc: Johnson, Harriet
Subject: Re: Vets Home Signatures

I didn't either, sorry!

Sent from my iPhone

On Aug 27, 2012, at 8:31 AM, "Appleby, Leigh" <Leigh.Appleby@state.vt.us> wrote:

I did not.

From: Johnson, Harriet
Sent: Monday, August 27, 2012 8:31 AM
To: Richards, Alyson; Appleby, Leigh
Subject: Vets Home Signatures

Did either of you put a list on Jeb's chair in regard to the Vets home?

Thanks, Harriet

Harriet Johnson | Agency of Administration

109 State Street | Montpelier, VT 05609-0201
[REDACTED]

Richards, Alyson

From: Allen, Susan
Sent: Friday, August 17, 2012 11:40 AM
To: Richards, Alyson; Alex MacLean; Spaulding, Jeb; Lofy, Bill
Subject: FW: bennington Banner

Just keeping everyone in the loop. Sue

From: Jackson, Melissa
Sent: Friday, August 17, 2012 11:38 AM
To: Allen, Susan
Cc: Duffy, Kate; Reardon, Jim; Colonel Laura Corrow
Subject: bennington Banner

Just and FYI the Banner called I provided them with the type of mold and informed them of the mold abatement starting on Monday. He did not ask about Veterans being moved, nor did I offer.

Thanks

Melissa Jackson, BSW, LNHA
Vermont Veterans Home
325 North St
Bennington, VT
05201



<http://vvh.vermont.gov>

CONFIDENTIALITY NOTICE: This communication, including any attachments, may contain confidential information and is intended only for the individual or entity to which it is addressed. Any review, dissemination, or copying of this communication by anyone other than the intended recipient is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and delete and destroy all copies of the original message.

Richards, Alyson

From: Richards, Alyson
Sent: Friday, July 22, 2011 2:28 PM
To: Allen, Susan
Subject: Re: Vets Home appointment

He's going to call Neal directly

Sent from my iPhone

On Jul 22, 2011, at 2:23 PM, "Allen, Susan" <Susan.Allen@state.vt.us> wrote:

> You can call and dictate one to me if you want. Or Gov could call Neal
> directly if he'd rather: [REDACTED]

> -----Original Message-----

> From: Neal Goswami [<mailto:ngoswami@benningtonbanner.com>]

> Sent: Friday, July 22, 2011 2:21 PM

> To: Allen, Susan

> Subject: Vets Home appointment

> Hi Sue,

> Just left you a VM about this, but thought email may be easier... I'm
> hoping you can get me a statement from the governor concerning the
> appointment of Joseph Krawczyk to the Vermont Veterans Home Board of
> Trustees. Possible?

> Thanks,

> Neal

> Neal Goswami

> Staff Writer

> Bennington Banner

> [REDACTED]

Richards, Alyson

From: Clark, Clayton
Sent: Tuesday, February 15, 2011 12:22 PM
To: Wengroff, Ariel
Subject: RE: Governor's Office Contact List

Hi Ari,

Thank you for the contact and I apologize for not responding to your first request.

The State of Vermont Office of Veterans Affairs has only 6 staff members, so my preference would be for any constituent referral to come to my attention. I will then forward to the appropriate staff person or respond on my own.

Based on the types of constituent requests Governor Douglas received, the majority of requests involve the U.S. Department of Veterans Affairs. In most of these cases we then make a referral to Congressional constituent services.

We also received a number of requests regarding the Vermont Veterans Home, which should be sent to the Home's Administrator, Melissa Jackson, at [REDACTED]

Lastly... the jurisdiction for veterans affairs starts when a person leaves military service. In the past there were also frequent constituent requests sent to us over the issues of current military members (or individuals trying to join the military). If the constituent is a member of the Vermont National Guard, the contact is Brigadier General Thomas Drew, Deputy Adjutant General, [REDACTED]. If the constituent is not a member of the Vermont National Guard, then the appropriate referral would be to Congressional constituent services.

Good luck in managing the transition. Please let me know if I can be of assistance.

Thank you,
Clayton
CLAYTON A. CLARK
Veteran Services Director

Office of Veterans Affairs
118 State Street
Montpelier, VT 05620-4401
[REDACTED]

From: Wengroff, Ariel
Sent: Tuesday, February 15, 2011 9:41 AM
To: Clark, Clayton
Subject: Governor's Office Contact List

Hey Clayton,

Rhonda recommended that I get in touch with you regarding a contact list from your department for my work in the Governor's Office. I need an e-mail and phone list that states each person and what they should be contacted for, or who you want to be contacted in your office. As a Constituent Correspondent in the office there is a large volume of Veteran's related calls that I receive and need to be able pass off to the right person. Please be sure to include e-mail addresses.

Thank you so much. I hope to receive this list as soon as possible.

Thanks again,

Ari Wengroff

Constituent Correspondent

Office of Governor Peter Shumlin

109 State Street

Montpelier, VT 05609

Richards, Alyson

From: Duffy, Kate
Sent: Thursday, June 14, 2012 12:25 PM
To: MacLean, Alex
Cc: Spaulding, Jeb; Reardon, Jim
Subject: Response to Flyer
Attachments: Response to Flyer Distributed by Worker.docx

Hi Alex, I have responded to the point raised in flyer you sent me on the Vet's Home. Let me know if you have any questions or if I may be of further help, KGD

*Kate G. Duffy
Commissioner
Department of Human Resources*

Response to Flyer Distributed by Workers' Center

Number One: Insufficient Staffing/Mandated OT

- VVH is currently staffed at a level to provide care for 150 residents (need two hours of nursing care and 1 hour of paraprofessional care per resident per day). Right now, there are 137 residents, well under the 150 threshold.
- Overtime with no notice is only mandated when co-workers call out. There has been a high rate of call out rate of 10.24% (total shifts/number of call outs) by nursing staff. I am looking for comparisons and will provide comparable rates if I am able to that will place the call out rate into context.
- In spite of the 10.24% call out rate in nursing, there have been a TOTAL of 10 employees mandated for overtime since January 1, 2012. Clearly this is not a daily occurrence or a crisis.
- Employees are scheduled to work the next day after working overtime only when there is no way to provide them the next day off. Again, there have only been ten instances when overtime was mandated since January 1, 2012.
- VVH has not been cited for overall staffing violations. VVH has been cited twice for insufficient staffing on one unit with respect to dietary and meals staff because lunch was served later than scheduled (*i.e.*, kitchen staff and nurses dedicated to be with patients while they eat). They are working on retraining kitchen staff and finding other ways to ensure lunch is served timely and with sufficient nursing staff.

Number Two: Medical RIFs

- Yes, the requirement to work overtime is now an essential function of the job. This change was made recently in accordance with our policies. Management always has the discretion to determine which duties are essential. This is consistent with nursing jobs throughout the private sector and is commonly required in health care and nursing home settings.
- Currently there are 7 nurses who have overtime limitations. No employee has been subject to a medical RIF, and we are not aware of any instance where an employee was told that s/he will be subject to a medical RIF because of these limitations. Medical RIF is the result of last resort. If we were even considering such a course, we would first explore accommodation and alternative scheduling options.

Number Three: Temporary Relief from Duty

- The length of investigations varies based upon the nature of the allegations and their complexity. Unfortunately, on occasions, investigations do take a long time, but it is necessary to ensure we get the facts and follow all our contractual obligations.

- Temporary relief from duty is a right that management has under our contract, and it is exercised solely at the discretion of management. Employees are paid while they are on leave. There has been minimal if any staffing impacts as a result of putting employees on TRD. See above.

- Currently we have eleven employees on TRD for the following reasons:

Allegations of abuse/neglect being investigated by Adult Protective Services (3)

Threatened to bring in gun and harm co-workers (3)

Medication errors (1)

Wrote Doctor's order without having license (1)

Petty Larceny/Uttering a Forge document/Exploitation of a Vulnerable Adult (1)

Sexual Harassment (1)

Assault of co-worker (1)

These are all of significant concern and warrant TRD.

Miscellaneous Statements

- Management and DHR have been working with VSEA for more than 4 months to address these issues. VVH has made changes to the schedules and to the way employees are assigned to work mandatory OT. We have also addressed issues with supervision and professionalism. Whenever we have asked VSEA what changes they would suggest, it is always "more staff."
- The visit by DAIL was a routine visit not a follow up from a prior complaint.

Richards, Alyson

From: Duffy, Kate
Sent: Tuesday, July 31, 2012 12:53 PM
To: Spaulding, Jeb; MacLean, Alex; Reardon, Jim
Subject: FW: Recent VVH/VESA Issues

FYI re comments from Col. (ret.) Corrow, president of the Vet's Home.

From: [REDACTED]
Sent: Tuesday, July 31, 2012 12:22 PM
To: Berard, John; Duffy, Kate
Cc: Jackson, Melissa; [REDACTED]
Subject: Recent VVH/VESA Issues

John and Kate,

I feel the need to enter the conversation regarding the recent events between the VVH and the VSEA. The Board of Trustees is very concerned about these events and want to continue to support Melissa and her staff in the most productive way, but its becoming more difficult and it seems as though the attacks are endless. Providing quality care for our veterans and their families always has been and always will be the reason we are here.

I have several concerns about all this: first is that the VSEA seems to be able to say anything they want about the VVH operations and management with impunity. Much of what they are saying are half truths followed by inaccurate logic, but they take on a life of their own by virtue of being said in public. We will have difficulty overcoming these inaccurate negative allegations and we must rely on residents to operate the facility (as does every other nursing home in Vermont).

I am also concerned that the Governor's office may take action which support the VSEA allegations regarding Fred Dunn, the newly appointed trustee whose wife was fairly vocal in support of the VVH at the community meeting. Fred's daughter is the Director of Nursing at the VVH (and has been in that position for 2 years). We do not consider his relationship with his daughter as a conflict of interest as she is not an exempt employee and the board has no role in the administration of her evaluations or discipline (should it be necessary). The board does vote to endorse the initial selection of the management level of the VVH, but no other direct involvement with personnel issues with these employees. Should anything arise, Fred is fully aware that he will reuse himself as appropriate. Should he be asked to resign because of his wife's statements, this could be seen as a violation of her free speech rights and retaliation for her statements...and offensive to the other board members. Fred said nothing at the meeting!

The latest letter from the VSEA ordering us to stop something we are not doing (disregarding medical limitations for overtime) is another unfounded attack. I would expect this letter to appear on the VSEA website or be released to the media...giving the whole issue credibility and potentially a life of its own even though it is completely false.

Melissa and her team are working hard to address and resolve the real issues impacting the quality of life for our veterans...these VSEA attacks are taking them away from the mission and these attacks are taking their toll on our skilled and dedicated professionals. Even Rep Ann Mook called to express her outrage at the attacks levied during the recent "community forum" where there were more out of state attendees than from the local community.

Do you have any suggestions for the board? We appreciate your continued support of the VVH and your sound advice. Let me know if you have other questions...Regards, Laura Corrow

Our next Board of Trustees meeting is September 12th...we will certainly want to provide an update to the trustees. They are increasingly concerned, however, about our direction in the near term. I am stepping down as President of the board after 6 years...these issues have nothing to do with that decision, but I am sure it will be seen as that. My husband and I are moving out of state. The new president will be elected at the Sept meeting.

Richards, Alyson

From: London, Sarah
Sent: Tuesday, August 07, 2012 4:28 PM
To: Duffy, Kate; Lofy, Bill; MacLean, Alex; Clasen, Michael; Allen, Susan
Subject: exe priv comm

Re Vet's Home response to CMS issues, see below.

From: Janet Murnane [REDACTED]
Sent: Tuesday, August 07, 2012 4:21 PM
To: Rickard, Patricia
Cc: Susanne Young; London, Sarah
Subject: RE: Review of POC

Great Patty, thanks for doing the review so quickly.

From: Rickard, Patricia [REDACTED]
Sent: Tuesday, August 07, 2012 4:13 PM
To: Janet Murnane
Subject: Review of POC

Janet – Melissa has done a nice job and I let her know that This POC should be accepted. There were two very minor changes (reference to a date was misplaced) which I requested Melissa to change.

Patty

Patricia L. Rickard, Assistant Attorney General
Department of Mental Health
Office: Capital Plaza (second floor)
Mailing: 109 State Street
Montpelier, VT 05609-1001
[REDACTED]

Richards, Alyson

From: Trombley, Shana
Sent: Tuesday, February 01, 2011 2:03 PM
To: Lofy, Bill; MacLean, Alex; Wolffong, Erika
Subject: Monday in Bennington

Hi,

I just spoke with Sen Sears and he will not be in Bennington on Monday, Feb 7. He would like to help set up the meetings with the Select Board and attend. He suggested Feb 21st. What are your thoughts? Do you want to go twice and hit Tom Corcoron, the Bennington Banner and the Veteran's Home on the 7th?

-Shana

Wesley, Carolyn

From: Spaulding, Susan
Sent: Thursday, October 04, 2012 10:03 AM
To: Wesley, Carolyn; Spaulding, Jeb; London, Sarah
Cc: Appleby, Leigh; Lofy, Bill
Subject: Re: Veteran's Home Appointment Issue

Sounds good.

Sent from my Verizon Wireless Phone

----- Reply message -----

From: "Wesley, Carolyn" <Carolyn.Wesley@state.vt.us>
Date: Thu, Oct 4, 2012 8:51 am
Subject: Veteran's Home Appointment Issue
To: "Spaulding, Susan" <Susan.Spaulding@state.vt.us>, "Spaulding, Jeb" <Jeb.Spaulding@state.vt.us>, "London, Sarah" <Sarah.London@state.vt.us>
Cc: "Appleby, Leigh" <Leigh.Appleby@state.vt.us>, "Lofy, Bill" <Bill.Lofy@state.vt.us>

Great, I will draft a response using Sarah and Jeb's suggestion. I will probably have it some from Susan. Does that work for everybody?

-----Original Message-----

From: Spaulding, Susan
Sent: Thursday, October 04, 2012 8:20 AM
To: Spaulding, Jeb; London, Sarah; Wesley, Carolyn
Cc: Appleby, Leigh; Lofy, Bill
Subject: RE: Veteran's Home Appointment Issue

I've attached a copy of Fred's application that addresses his relationship with the Director of Nursing. Susan S.

Susan M. Spaulding
Director, Appointments to Boards and Commissions Governor's Office The Pavilion - Fifth Floor
109 State Street
Montpelier, VT 05609-0101


-----Original Message-----

From: Spaulding, Jeb
Sent: Wednesday, October 03, 2012 3:55 PM
To: London, Sarah; Wesley, Carolyn
Cc: Spaulding, Susan; Appleby, Leigh; Lofy, Bill
Subject: RE: Veteran's Home Appointment Issue

If that is accurate, I am fine with the message. We could also include something positive about the new Board Chair, Joe Krawczyk, and the importance of the board, staff, and management working together for the good of the veterans.

-----Original Message-----

From: London, Sarah
Sent: Wednesday, October 03, 2012 2:57 PM
To: London, Sarah; Wesley, Carolyn
Cc: Spaulding, Susan; Appleby, Leigh; Lofy, Bill; Spaulding, Jeb
Subject: RE: Veteran's Home Appointment Issue

Recommend something along following lines for response, subject to any feedback by Bill or Jeb -- Susan S has background re this arrangement, but here's the long and short:

Thank you for your message. Please be aware that Mr. Dunn's relation to Christina Cullinane was addressed at the time of his appointment. Mr. Dunn has agreed that he will recuse himself from any meeting in which his presence may create or appear to create a conflict of interest.

-----Original Message-----

From: London, Sarah
Sent: Tuesday, October 02, 2012 9:20 PM
To: Wesley, Carolyn
Cc: Spaulding, Susan; Appleby, Leigh
Subject: Re: Veteran's Home Appointment Issue

Am consulting with HR

Sent from my iPad

On Oct 1, 2012, at 11:24 AM, "Wesley, Carolyn" <Carolyn.Wesley@state.vt.us> wrote:

> FYI, we got a second email on the Veteran's Board conflict of interest issue. Keep us posted on what you find out about the appointment. We would appreciate any advice in crafting a response.

>

> -----Original Message-----

> From: Spaulding, Susan
> Sent: Friday, September 28, 2012 7:25 PM
> To: Wesley, Carolyn
> Subject: RE: Veteran's Home Appointment Issue

>

> We should probably discuss this.

>

> From: Wesley, Carolyn
> Sent: Friday, September 28, 2012 1:47 PM
> To: Spaulding, Susan
> Subject: Veteran's Home Appointment Issue

>

> Any thoughts on how to respond to the email below?

>

> Carolyn Wesley
> Constituent Correspondent
> Office of the Governor
> 109 State Street
> Montpelier, VT 05609

>

> Visit Governor Shumlin's Online Resources:
> Website<<http://governor.vermont.gov/>> |
> Facebook<<http://www.facebook.com/Governor.Peter.Shumlin>> |
> Twitter<<https://twitter.com/#!/GovPeterShumlin>> |
> YouTube<<http://www.youtube.com/user/VTGovernor>>

>

> From: "john dunham" [REDACTED]
> Date: 9/28/2012 12:51:09 PM
> To: "Governor Peter Shumlin" <governorvt@state.vt.us>
> Cc:
> Subject: Re: Responding to your message

>

> Governor Shumlin- Your letter did not address my concern that a Board Member is the father of the Director of Nursing. We at the Veteran's Home feel this is a conflict of interest. We presented you with a petition signed by over fifty employees. Please advise what your response is to this.

>

> John Dunham

>
>
>
> --- On Fri, 9/28/12, Governor Peter Shumlin <governorvt@state.vt.us> wrote:

>
> From: Governor Peter Shumlin <governorvt@state.vt.us>

> Subject: Responding to your message

> To: [REDACTED]

> Date: Friday, September 28, 2012, 12:44 PM

> Mail Dear John, Thank you for contacting me regarding the Veteran's Home in Bennington. I am happy to let you know that, thanks to the hard work of the dedicated staff, administration and board at the Veterans Home, our Congressional delegation, and my administration, the Centers for Medicare and Medicaid Services (CMS) have concluded that we've made the changes necessary to continue serving Vermont veterans in Bennington with full federal funding. While CMS had been concerned about several issues at the Veteran's Home, they were impressed by the intensity of purpose with which staff, management, board, and the state sought to address and correct those issues. The board and administration took several decisive and positive steps, and brought in highly respected consultants in the field of nursing home care to make recommendations to staff and management. These decisions have already changed the delivery of services at the Home, and will help ensure the quality of life that Vermont veterans deserve long into the future. I am grateful that the Vermont Veteran's Home will continue to provide critical services to Vermont veterans and the community of Bennington. My administration will work hard to ensure its continued success. Thank you again for your input on this issue and please don't hesitate to contact my office if I can ever be of assistance.

> 109 State Street, Pavilion

> Montpelier, Vermont 05609

> 802-828-3333 Visit Governor Shumlin's Online Resources: Website |

> Facebook | Twitter | YouTube

Wesley, Carolyn

From: Spaulding, Susan
Sent: Wednesday, October 03, 2012 8:58 AM
To: London, Sarah; Wesley, Carolyn
Subject: RE: conf communication
Attachments: BIR-Frederick Dunn-Veterans' Home.pdf; Fred Dunn-application.pdf

Fred Dunn was appointed on March 13, 2012. He talks about his daughter being the director of nursing in his application and his discussion with the current Chair to recuse himself from possible conflicts of interest. I remember talking with Laura Currow, who was the Chair at the time of this appointment, about this. I also talked to Melissa Jackson last week regarding this appointment and possible conflict of interest. Attached is Fred's BIR and application. Susan

Susan M. Spaulding
Director, Appointments to Boards and Commissions Governor's Office The Pavilion - Fifth Floor
109 State Street
Montpelier, VT 05609-0101
(802)-828-3333 fax 828-3339

-----Original Message-----

From: London, Sarah
Sent: Wednesday, October 03, 2012 12:08 AM
To: Spaulding, Susan; Wesley, Carolyn
Subject: conf communication

Please advise as to when we appointed the father at issue on the Vet's Board. Please also let me know where we -- Carolyn? -- got info that he intends to recuse himself from matters involving his daughter. Email is fine. Thanks.

Sent from my iPad



State of Vermont

Executive Department

Be it Remembered, That

Frederick Dunn, Jr.
(Replaces Popowski)

of [REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On March 13th, 2012

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

To serve from the date of this commission to the 31st day of January, 2015.

A true copy of record

Attest:

A handwritten signature in blue ink, appearing to read "D. M. L.", written over a horizontal line.

Secretary of Civil and Military Affairs

Wesley, Carolyn

From: Wesley, Carolyn
Sent: Tuesday, October 02, 2012 4:44 PM
To: McDonald, Julie
Subject: RE: Constituent Contact - [REDACTED]

FYI [REDACTED] called at the end of the day today. I had left her a message with your phone number, but I had the wrong number for her and she never received it. She will probably be calling you tomorrow.

Thank you for your assistance.

From: McDonald, Julie
Sent: Wednesday, September 26, 2012 10:41 AM
To: Wesley, Carolyn
Subject: RE: Constituent Contact - [REDACTED]

Yes she can contact me if she still has questions.

*Thank You,
Julie*

*Julie A. McDonald
Dept. of Vermont Health Access
312 Hurricane Lane, Suite 201
Williston, VT 05495*

*[REDACTED]
[REDACTED]
New Email: Julie.McDonald@state.vt.us*

This email message may contain privileged and/or confidential information. If you are not the intended recipient(s), you are hereby notified that any dissemination, distribution, or copying of this email message is strictly prohibited. If you have received this message in error, please immediately notify the sender and delete this email message from your computer.

CAUTION: The Agency of Human Services (AHS) Department of Vermont Health Access (DVHA) cannot ensure the confidentiality or security of email transmissions.

From: Wesley, Carolyn
Sent: Wednesday, September 26, 2012 10:16 AM
To: McDonald, Julie; Gregorek, Sarah; Clark, Daljit
Cc: Hurlburt, Laurie
Subject: RE: Constituent Contact - [REDACTED]

Julie,

Thank you for this information. I will call and share with [REDACTED] If she still has questions can I direct her to you, or who would be the best contact?

Thank you for your assistance,

Carolyn Wesley
Constituent Correspondent
Office of the Governor
109 State Street
Montpelier, VT 05609
[REDACTED]

Visit Governor Shumlin's Online Resources:

[Website](#) | [Facebook](#) | [Twitter](#) | [YouTube](#)

From: McDonald, Julie
Sent: Wednesday, September 26, 2012 8:59 AM
To: Gregorek, Sarah; Clark, Daljit
Cc: Wesley, Carolyn; Hurlburt, Laurie
Subject: RE: Constituent Contact - [REDACTED]

This beneficiary has Medicare as her primary insurer and Medicaid is the payer of last resort, also there have been no prior authorization requests submitted for this equipment from a Durable Medical Equipment (DME) supplier on her behalf. Her treating physician will need to fill out a Medical Necessity Form and they can give it to her to take to the DME supplier or fax it to the DME supplier who will then submit to DVHA for review if her primary insurer has denied the claim and all appeals have been exhausted.

*Thank You,
Julie*

*Julie A. McDonald
Dept. of Vermont Health Access
312 Hurricane Lane, Suite 201
Williston, VT 05495*

New Email: Julie.McDonald@state.vt.us

This email message may contain privileged and/or confidential information. If you are not the intended recipient(s), you are hereby notified that any dissemination, distribution, or copying of this email message is strictly prohibited. If you have received this message in error, please immediately notify the sender and delete this email message from your computer.

CAUTION: The Agency of Human Services (AHS) Department of Vermont Health Access (DVHA) cannot ensure the confidentiality or security of email transmissions.

From: Gregorek, Sarah
Sent: Wednesday, September 26, 2012 8:39 AM
To: Clark, Daljit; McDonald, Julie
Subject: FW: Constituent Contact - [REDACTED]

Updated info re: this.

Sarah Gregorek

Department of Vermont Health Access
312 Hurricane Lane, Suite 201
Williston, VT 05495

[REDACTED]

From: Wesley, Carolyn
Sent: Tuesday, September 25, 2012 3:36 PM
To: Comi, Chris; Hurlburt, Laurie; Gregorek, Sarah; DiRuocco, Luciana
Cc: Dalley, Pam; Dunster, Joanne
Subject: RE: Constituent Contact - [REDACTED]

Just so everyone get's the update, the constituent's name is, in fact, [REDACTED]

From: Comi, Chris
Sent: Tuesday, September 25, 2012 3:07 PM
To: Hurlburt, Laurie; Gregorek, Sarah; DiRuocco, Luciana
Cc: Wesley, Carolyn; Dalley, Pam; Dunster, Joanne
Subject: RE: Constituent Contact - [REDACTED]
Importance: High

It has been determined that this case is in fact a DVHA issue so should be directed to them.

Thanks,

Chris

Christine R. Comi
Department for Children & Families
Commissioner's Office
103 South Main St., 5 North
Waterbury, VT 05671

[REDACTED]
chris.comi@state.vt.us

From: Hurlburt, Laurie
Sent: Tuesday, September 25, 2012 11:59 AM
To: Gregorek, Sarah; Comi, Chris; DiRuocco, Luciana
Cc: Wesley, Carolyn
Subject: FW: Constituent Contact - [REDACTED]

Could everyone take a look at this please and update Carolyn. Thank you, Laurie

Laurie Hurlburt
Executive Office Manager
Agency of Human Services
Office of the Secretary
208 Hurricane Lane, Suite 103
Williston, VT 05495

[REDACTED]

Email: laurie.hurlburt@state.vt.us

From: Wesley, Carolyn [<mailto:carolyn.wesley@state.vt.us>]

Sent: Tuesday, September 25, 2012 11:53 AM

To: Hurlburt, Laurie

Subject: Constituent Contact - [REDACTED]

Laurie,

[REDACTED] of Burlington called. [REDACTED] is a type two diabetic, and a former state employee. She contracted hepatitis while volunteering with the homeless. Because of this, the Veterans Home fired her because it was a contractible disease. [REDACTED] now is in need of an insulin drip, which costs \$10,000 dollars, and her Medicaid won't cover it. She has tried to go through Vermont Legal Aid to see if they could help her, but they were rude and she says they won't treat her like a human being. Her disease is debilitating, and even though she no longer tests positive for any contractible diseases, the state will not rehire her. Her phone number is [REDACTED]. Her address is [REDACTED].

Thank you for following up as appropriate and keeping me in the loop.

Carolyn Wesley
Constituent Correspondent
Office of the Governor
109 State Street
Montpelier, VT 05609
[REDACTED]

Wesley, Carolyn

From: Wesley, Carolyn
Sent: Monday, October 01, 2012 5:22 PM
To: Wesley, Carolyn; Appleby, Leigh
Cc: Allen, Susan; Bartlett, Susan; Carrier, Janis; Kunin, Lisa; London, Sarah; Richards, Alyson; Spaulding, Susan; Trombley, Shana; GPS; Spaulding, Jeb; Lofy, Bill; Johnson, Harriet; Murray-Clasen, Madeline; Burke, Ashley; Stamper, Aleksandra; Racine, Doug; Yacovone, Dave; Moody, Alison; Gilbert, Elizabeth
Subject: RE: GIRO Report- September 27 - 28 2012

Top Issues:

- 2 emails complaining of a conflict of interest between the Director of Nursing at the Bennington Veteran's Home, and her father who is an appointed member of the board. Susan and Sarah are looking into it.

Notable Contacts:

- [REDACTED] emailed the office last week. Last year, she adopted a 17 year old female with special needs. She says that her daughter's caseworkers at the Lund Center assured her that she would be eligible to keep her adoption subsidy beyond her 18th birthday. However, when she turned 18, it was determined that, because she was eligible for SSI, she was not eligible for this subsidy. Our office contacted AHS, who put her in touch with the person who had made this determination and did not reverse the decision to allow the subsidy. She has contacted the office multiple times this afternoon insisting that the governor reverse the decision and allow her the full pre-18 adoption subsidy.
- [REDACTED] called because she is having trouble with State Trooper Callie Fields. [REDACTED] reported her car stolen a month ago, and the state trooper got in touch with the person who stole the car and gave them a week to give the car back. [REDACTED] says that she now cannot get in contact with the state trooper.
- [REDACTED] called to request that a letter of thanks be sent to several hospitals in Whales for giving his company, EQ2, business. EQ2 is a hospital software systems provider, and the Betsi Cadwaladr University Health Board gave him 3 hospitals in their 18 hospital conglomerate. He will provide services to the 3 hospitals and if that is successful, his company should be given the business of the other 15 hospitals as well. He requested that the governor write a letter of thanks to this hospital conglomerate in the UK for taking their business to Vermont.. Lawrence is looking into it.

Carolyn Wesley
Constituent Correspondent
Office of the Governor
109 State Street
Montpelier, VT 05609
802-828-3333

Visit Governor Shumlin's Online Resources:

[Website](#) | [Facebook](#) | [Twitter](#) | [YouTube](#)

Wesley, Carolyn

From: Wesley, Carolyn
Sent: Thursday, September 27, 2012 9:51 AM
To: Lofy, Bill
Subject: FW: Veteran's Home Draft language

These are Jeb's changes, which I am accepting. If you get a chance today to approve I will start sending them out.

Thanks!

From: Spaulding, Jeb
Sent: Wednesday, September 26, 2012 6:37 PM
To: Wesley, Carolyn
Subject: RE: Veteran's Home Draft language

Some suggestions to take or leave. Jeb

From: Wesley, Carolyn
Sent: Wednesday, September 26, 2012 12:20 PM
To: Lofy, Bill; Spaulding, Jeb
Subject: Veteran's Home Draft language

To be sent out in response to emails regarding the Veteran's Home (several of which were from staff)

"Thank you for contacting me regarding the Veteran's Home in Bennington.

I am happy to let you know that, thanks to the hard work of the dedicated staff, administration and board at the Veterans Home, our congressional delegation, and my administration, the Centers for Medicare and Medicaid Services (CMS) have concluded that we've made the changes necessary to continue serving Vermont veterans in Bennington with full federal funding.

While CMS had been concerned about several issues at the Veteran's Home, they were impressed by the intensity of purpose with which staff, management, board, and state of Vermont sought to address and correct those issues. The board and administration took several decisive and positive steps, and brought in highly respected consultants in the field of nursing home care to make recommendations to staff and management. These decisions have already changed the delivery of services at the home, and will help ensure the quality of life that Vermont veterans deserve long into the future.

I am grateful that the Vermont Veteran's home will continue to provide critical services to Vermont veterans and to the community of Bennington. My administration will work hard to ensure its continued success. Thank you again for your input on this issue and please don't hesitate to contact my office if I can ever be of assistance."

I could add a line in the response to staff thanking them for their hard work, etc.
Let me know your thoughts

Carolyn Wesley
Constituent Correspondent
Office of the Governor
109 State Street
Montpelier, VT 05609

802 828 5366

Visit Governor Shumlin's Online Resources:

[Website](#) | [Facebook](#) | [Twitter](#) | [YouTube](#)