

Jill Keppler

Case Manager

Phone: [REDACTED]

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**From:** John E. Knudsen [REDACTED]  
**Sent:** Monday, December 10, 2018 9:52 AM  
**To:** Keppler, Jill; Calo, Kathleen  
**Subject:** [REDACTED]

Jill & Kathy-

I need your help. Over the weekend [REDACTED] had another diabetic reaction and for now is unable to come to work and take [REDACTED] out to volunteer, swimming at the Y or other activities. As you can imagine this is both upsetting to [REDACTED] as is to me. I have no time frame as to when or if [REDACTED] can return.

This comes at a particularly bad time as I am forced to stop working when I just started last week picking up much needed hours.

If I cannot be removed as the employer of record and begin being compensated for hours that I am working with [REDACTED] then [REDACTED] needs to be placed back into a day program. While I know [REDACTED] will not be pleased, I see no other choice at this point. He is supposed to be out of the home for what I believe to be 6 hours a day so that I can work. With [REDACTED] temporarily or permanently out of the picture this simply is not possible.

I have made numerous attempts and will continue to do so in finding a replacement for [REDACTED] but as you can see I need your help in this situation.

thanks,

john

Hi John,

I am sorry about [REDACTED]. I am sure [REDACTED] is feeling horrible about that, he was very concerned about him the other day when I was over there.

I know this is NOT at all what you want to hear but I did ask if this was something that would be possible and the answer is, no. The reason as to why is because as a CCH licensee you are technically getting paid 24 hours a day. You cannot on top of that get paid as a day provider. I did go down the hall to ask if the brokers knew anyone that would be interested. They are going to ask around. I am sorry I wish I could have given you a different answer.

Thank you,

Jill Keppler

Case Manager

Phone: [REDACTED]

Jill & Kathy-

Well, Jill we will agree on one thing, you were right your email was something that I didn't want to hear.

With all due respect to both of you, this is simply not right. So basically [REDACTED] is supposed to be out of the home for 6 hours a day. If he is not in a day program and a situation arises then the provider (me) cannot only be paid for those hours but must forgo any other type of employment. To be told that I am paid 24x7x365 is, with again all due respect, ludicrous. I don't even think you believe that one. I cannot understand how a CCH provider can honestly provide a home under these circumstances. It is also not healthy for either party. The provisions set forth in your response are not realistic. As I said this would be temporary until I can find a permanent replacement.

Again, [REDACTED] is to be out of the home for 6 hours. These are 6 hours in which I am NOT paid as [REDACTED] is being paid for these hours, correct? If I am indeed paid then the state is actually the one double dipping by paying me and paying an agency or in this case, [REDACTED]. How does this happen? How is the hourly rate of pay determined at your determination of 24x7? More importantly what you are saying is that upon entering the CCH program that the provider cannot work outside the home. Again, this is unrealistic. What employer would tolerate the inability for an employee not to work?

It would be futile to go back to those folks to whom you have inquired but I will be taking this further. I would like their names along with supervisors etc. as I am sure this went up some sort of chain of command. Are there different rules for different regions?

In the meantime, I guess the choice is clear and that he needs to be put back into a day program. I am sure you will agree it is not the best solution but at this time the only solution. Please line up some programs that we can visit next week. I think we are all in agreement that this is not something that any of us want but under the present circumstances there seems to be no choice.

My inquiry into this is with the utmost respect to both of you and I know that all of us are looking out for [REDACTED]'s best interest and while I do not agree with your email, [REDACTED]'s wellbeing is something that we can all agree on.

john

Hi John,

I do understand your frustration. We expect the licensees to have another source of income, this is what we tell all of our licensees. We cannot have licensees depending on the reimbursement for CCH to be their only source of income. Circumstances do come up such as this, licensees receive a Special Support payment for these types of circumstances. The SSP money is to support any urgent needs that may come up. You would not use this money every month for an unexpected need that may arise. It is short term that SSP money would have to be used as support in this case. A licensee is paid a tax free reimbursement for Level of Care needs. A licensee is responsible to have designees, as you already know. Support money is to be used to pay the designee at a rate you both agree on.

We are truly sorry [REDACTED] is ill. Do you have someone else that would be able to fill that slot on a temporary basis? Jill talked with the brokers down the hall to see if someone is in need of work. We could ask Henry Sehue to see if he is able to help out. He is trained and he works in group homes. He may be very willing to assist with [REDACTED] In the meantime, a program will need to be looked into.

This is a temporary solution, I understand. The long term will have to be looked into further with the Planning and Support team.

Please do not hesitate to call me to discuss in detail.

Thank you

Kathy