

HFC Committee

From: Cory Ino <coryino.acumen@gmail.com>
Sent: Friday, October 09, 2020 7:37 PM
To: HFC Committee
Subject: Fwd: La'akea written testimony
Attachments: ltr_Paul.pdf; ltr-Cory Ino.pdf; ltr_Cory&Paul.pdf

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From: **Cory Ino** <coryino.acumen@gmail.com>
Date: Thu, Oct 8, 2020 at 11:36 AM
Subject: La'akea written testimony
To: <committee@mauicounty.us>

I want to submit this as written testimony from Paul Texeira and Cory Ino. Paul is a former client at La'akea.

Thanks,
Cory and Paul

My Name is Paul Teixeira I was raised in foster care.
I joined LA'aken There was Retaliation
Against me at LA'aken They were mean to me
I want an investigation.

I get 13 hours of services each day
because I live independent and need
help. LA'aken stopped scheduling me a lot
in November and I was alone.

I asked to work with Dave who is Credentialed
and works with Jan too. He has been my
PA since 2016 and could work with me on
Friday Night No one was on the schedule for
me so I had my PA Paul Greer take
me to Dave's house for dinner and he took
me home and made sure to take my meds.
On Saturday Night on December 1 I had no
PA so the LA'aken manager name Isabella
also drove me to Dave's at 5:30 and dropped
me off. We made dinner and he took me home
later.

On Monday December 3 I was told to go to
the LA'aken Office and was told not to
go to Dave's house. I was mad and not

Not having a PA a lot of nights and Dave was helping me

On Tuesday December 4 I went to my case manager with my friend Cory and told Gavin I wanted to switch services to work with him at Hawaii Behavioral Health. Gavin called Will and we had the Igo on Thursday but service had to stay with Laka until the end of December. I told Gavin I didn't want managers at Laka to harass me.

Laka had retaliation against me and took me off the schedule because I switched services. I had no PA on the schedule all week after I told Laka I was switching services and no PA the next week on the schedule. I have self determination and I get to pick my program and my PA. I picked Dave and told Gavin and the people at Laka I only want to work with Dave until I can switch to HBH. I worked with Cathy on December 24. I worked

With taxing on Christmas and Phyllis took me to see Dr. Lee on December 27 during the day but Dave, who is a Credentialed PA and works for LAQA helped me all the other days and nights in December I called Gavin and told him I was doing fine and Dave was doing my services and I could wait to start services with HBH on January 1 2019.

LAQA says I don't get services for December because I quit and they aren't paying Dave even though he took me to the doctor, helped me shop for my laundry, prepare my meals, take my meds and did all of my services. now Dave is my PA at Hawaii Behavioral Health. I want an investigation.

Phyllis Texeira ~~495~~ 495 2571

P.S. Sarah also lost my HIV grant and I asked many times for my paperwork and she refused to give it to me

To whom it may concern,

I am a Union electrician and family friend of Paul Texeira My mother worked with Paul at Makawao School when he was a child. In November/December 2018 I was concerned for Paul at La'akea with the new managers. It looked like La'akea was not providing support to Paul as much as they used to and Paul said they were harassing him.

On the night of December 3, 2018 I picked up Paul as he was very upset and he spent the night at my house. He said he had a bad experience in the office at La'akea and he was yelled at and the managers told him he could no longer make his own choices about his life. On December 4, 2018 I drove him to see his case manager. Paul said he wanted to switch services from La'akea to HBH. Paul's case manager said OK, but the services couldn't be switched to HBH until January 1, 2019.

Paul seemed to be doing OK as his La'akea PA, David helped him most days in December and he no longer had to see the La'akea managers.

I recently found out that after our visit with the case manager Paul was taken off the La'akea schedule completely. He was left to care for himself. Paul asked one of his La'akea PA's David to help him. Because this care La'akea managers considers being unauthorized La'akea has chosen not to pay their employee, David, for the hours he worked with Paul in December.

I was speaking with David, who now works with Paul at HBH, about this recently and he told me that the La'akea contract for funding is with the Department of Health. He showed me a document that says:

Transition, Coordination, and Continuity of Care

Participants may experience transitions at various times. When changes occur, Providers will coordinate with participants, families, guardians, and Case Managers to support continuity and smooth transitions. Examples of transitions include but are not limited to the following:

1. A participant transfers from one waiver Provider to another waiver Provider.

La'akea's choice to not schedule Paul with a PA after he requested a transfer and then deciding not to pay the La'akea PA that Paul asked to support him is not pono. Paul and my family are very grateful that David helped Paul in his transition and kept him safe. Shame on La'akea for treating people like this. I can be reached at (808)-281-1637.

This is a follow up letter To DOH sent in 2020

We told DOH that Paul was not provided interim service while awaiting transition to another provider.

In the letter from DOH it states that Sarah Menzies said Paul Texeira received services December 1 to 31, 2018. DOH financial checked billing and it was confirmed that Paul received services for the entire month.

How many hours were billed for Paul in December 2018? Please verify.

On December 6, 2018 La'akea retaliated against Paul and took him off their schedule so he had no one to help him. Sarah claims he was on the schedule but we have he schedules that show he's not. Also, every one of Paul's PA's at that time say he was not on the schedule and they were scheduled with other clients, not Paul. Three of the PA's working with Paul at the time are more than willing to verify this (Phyllis O'Reilly, Taysia Vandzandt, Cathy Moriarty).

I called the La'akea office in mid-December because I remembered the case manager, Gavin, explaining to Paul that he would receive services until December 31 with La'akea. I asked for Paul to have services and was told by a woman in the La'akea office that La'akea would no longer provide services for Paul as he was too high risk.

Medicaid Waiver contract says Paul is supposed to have person centered planning and that clients, "have the authority and are supported to direct and manage their own services to the extent they wish." So Paul asked a La'akea employee to help him since he lives alone. For the rest of December this employee, Dave, helped him prepare dinner, buy groceries, take his meds, do his laundry and kept him safe.

La'akea refused to pay their employee. When this employee went to DOL to collect his pay Sarah Menzies told DOL repeatedly that these services "were not authorized" and La'akea only authorized 40-50 hours for Paul in December 2018. Sarah told DOL that only 40-50 hours were authorized many times over the entire year of 2019. Paul was with his PA many of the times at the DOL office.

Considering this statement to DOL any hour more than the 40-50 hours billed to DOH for services to PT December 2018 would be fraudulent billing.

According to Sarah's statement and verified by Creighton, Sarah billed for an entire month for Paul December 2018 and was paid for far more than 40-50 hours in January 2019 even though Paul was taken off the schedule and Sarah refused to pay the PA who ended up helping Paul.

What??? Sarah took Paul off the schedule, told DOL only 40-50 hours were authorized but then billed almost full time and collected the payment with no plan to pay the employee who helped Paul? Not only no plan to pay, she fought it with DOL for an entire year to not pay!

In Dec 2019 Dept. of Labor ruled that Dave should be paid for hours worked with PT and there would be less fines if La'akea initiated payment.

This is a serious matter as it involves falsifying information with two government agencies as well as it leaves me wondering what else they are lying about.

Hawaii Revised Statutes says Paul had the right to complain about his services or to ask for changes without fear of retaliation. Growing up in foster care Paul is a survivor and wants to be an advocate for people with disabilities. It's not right that La'akea can violate disabled people's rights, run an Adult Day Care that neglects the clients, create an unsafe environment, lie about it to the DOH and get away with it.

Cory Ino 808-281-2047 Paul Texeira 808-495-2571