

Personal Care Attendants Secure Over \$1-Million Settlement from GTI & DSS

Settlement addresses payroll issues that left hundreds of members unpaid

HARTFORD, Conn. -- Unionized Personal Care Attendants (PCAs) with SEIU 1199 New England are celebrating a huge victory after a settlement was reached with the Department of Social Services (DSS) and GT Independence (GTI). That settlement guarantees backpay for hundreds of healthcare workers who were unpaid for hours they worked. Those PCAs are all paid through GTI, which is the payroll company selected by the DSS. Workers found their paychecks short starting in October and in some cases workers missed months of pay, leading to significant issues including union members going into debt, being evicted and having their vehicles repossessed.

In total 877 PCAs will be receiving backpay they are owed totaling \$1,004,544.45.

"While this is a huge victory for the members, it's a fight that should have never had to happen in the first place. There is zero acceptable reason as to why any caregiver should be working unpaid at any point in time."

Diedre Murch, Vice President Homecare Division, SEIU 1199NE

Unfortunately, all the issues stemmed from a decision by DSS and GTI to change how hours were calculated for consumers in the program with minimal notice in September of 2025.

Calculation changes lead to numerous errors.

Changes did not account for months with more than 30 days.

Consumers continued to approve exact same number of hours each week, only to be told they were over budget.

PCAs hours were unpaid and they were not notified ahead of time.

Consumers were not being allowed to use all their funded hours.

"Caregivers should never have to face these kinds of payment problems. A person's paycheck should always be accurate and on time. When problems arise, even small ones, you are met with excuses and no real answers."

Anthony Thomas, PCA, SEIU 1199NE

Over 1000 grievances were filed in October, November and December, those were also twice delivered by union members to the DSS headquarters. On both occasions no one

from DSS would speak with caregivers and during the second attempt they actually refused to allow union members access to the building.

Tamir Capehart, PCA, holds a pile of grievances to the door as security at DSS Headquarters in Hartford denies her access. (Courtesy SEIU 1199NE)

Despite being met by locked doors, that never deterred the caregivers who continued to push and most recently testified about their issues before the Appropriations Committee expressing their growing frustration as they remained unpaid.

Anthony Thomas, PCA, testifies before the Appropriations Committee on February 18, 2026

Their stories shocked lawmakers as members expressed frustrations with trying to keep up with their rent, utilities and keeping their families fed. Yet, member after member stood up and said they continued to care for the person who depend on them, family or not, because they cared and knew that person would not have anyone else to help them.

Letica Council, PCA, speaks in front of lawmakers on the Appropriations Committee in February.

This victory is a big win for the PCAs, but is only step one. The next part of the solution is for GTI to be replaced as the payroll company. The payment issues in the fall were not the first issue or the last. Since then, multiple union members have still had issues being paid properly and on-time for the hours they work.

"Since GT Independence took over our payroll from Allied in April 2024, we have filed more than 3,000 grievances, with over one-third of them filed since October 2025. Instead of improving over time, the situation has actually gotten worse."

Tamir Capehart, PCA, SEIU 1199NE

PCAs are now pushing for DSS to step in and bring in a new company, a company that is focused on solutions and not just profiting off the program. A company that will make sure caregivers are paid on-time and accurately every single time.

Interviews will be available with a union member and SEIU 1199NE leadership for any media interested on Monday, March 9th from 10-11:30am at the Union Hall, 77 Huyshope Avenue, Hartford. Please confirm your plans to attend with the SEIU 1199NE Communications Office at 860-280-6443 or comms@seiu1199ne.org

MEDIA CONTACT

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ABOUT SEIU 1199NE

District 1199 SEIU New England represents 29,000 health care and service workers in Connecticut, Rhode Island, and Southeastern Massachusetts. In Rhode Island, 1199 SEIU

NE represents almost 5,000 members. 1199 SEIU NE is affiliated with the Service Employees International Union (SEIU) - a union of over 2 million members across the United States, Puerto Rico and Canada. SEIU has been a national leader in pushing the growing Fight for \$15 and a Union movement.