

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



Dannel P. Malloy
GOVERNOR

Morna A. Murray, J.D.
DDS Commissioner

*DDS Council Monthly Report
March 2016*

Meetings held and/or attended

March 1 st	-West Region, Private ARD
March 2 rd	-West Region, IFS
March 3 rd	-South, Regional Director
March 3 rd	-South Region, IFS
March 4 th	-West, Regional Director
March 4 th	-West, Public ARD
March 4 th	-CO, Director Quality Management
March 4 th	-Quality Management Supervisor
March 7 th	-CO, EEOC Director
March 8 th	-Central Office , Legal Department
March 8 th	-West, ARD Public
March 9 th	-Abuse/Neglect inspector
March 10 th	-South Region, ARD
March 10 th	-Request for meeting/family
March 19 th	-Quality Management Supervisor
March 10 th	-CHRO, Deputy Assistant
March 11 th	-DCF ombudsman
March 14 th	-CO Legal Department
March 14 th	-Quality Management Inspector
March 14 th	-South, Regional Director
March 14 th	- North ARD family supports
March 15 th	-ARC
March 15 th	-North ARD family supports
March 15 th	-Quality Review Specialist Supervisor
March.16 th	-DSS Ombudsman
March 16 th	-South, Regional Director
March 17 th	-South, Public ARD
March 17 th	-South, Private IFS
March 17 th	-DOC
March 18 th	-North, Private ARD
March 23 rd	-Abuse/Neglect inquiry
March 23 rd	-CO, Director Quality Management
March 24 th	-North, Public ARD
March 25 th	-North, IFS ARD
March 29 th	-West, Private ARD
March 31 st	-North, Private ARD
March 31 st	-South, Regional Director

Concerns \ Issues

- **Return call to Guardian who was quite agitated because he feels his daughter is not being cared for by staff adequately.**

Region set up a meeting with case manager to look at a new respite however, dad took it upon himself to visit one hour early without case manager. Once he arrived he did not like what he overheard during a private conversation between staff. Conversation had nothing to do with dad or his child however he took this conversation as a precursor of what to expect in future at home. Spoke with dad at length and found it extremely hard to ask questions and make recommendations. After a bit, realized that dad just needed to get things off his chest and that this conversation would be a way for him to get to know me and what my office does. Called region spoke with ARD. There is quite a lot going on beneath the surface that needs to be addressed and after case manager meets with family, again, will discuss how to implement plan for daughter and how best to address it.

- **Mom/Guardian called office extremely upset that their daughter's behaviorist is being changed.**

Mom states that this is the first time daughter has progressed with any behaviorist and does not want this change made.

Spoke with ARD and asked why change was being made. Change was not being made due to budgetary reasons. I agreed with ARD and told him that I would contact mom and discuss issue with her.

Spoke with mom tried to relay that this was best for daughter however mom still believe that original behaviorist should be in place. Told her to see how it goes and if after a few sessions she still believes that this is not working to call me back.

Spoke with region and told them what I recommended. They agreed with my recommendation however, were confident that their reasoning to change doctors would be seen as the right decision moving forward.

- **Contacted mom to inquire about how son was doing. This individual had gone missing and was on probation needing to report on a specific day or else a warrant would be issued for him.**

Mom stated that everything was on track with region and private provider. She was especially happy that they paid attention to her suggestion that stipulations be made in the agreement so that her son did not take advantage of situation like he had done so many times before.

Individual did not show up to court and was arrested. Private provider convinced the correctional system that individual would be better off with their services and supports at a provider home.

Individual is currently residing with private provider.

- **Individual called to inquire as to whether the services he currently receives will be eliminated due to the current budget crunch.**

Asked individual what services he received and where he was located. After some confusion, I determined that this individual received services and supports from another agency. Spoke to this individual and told him that many of the services he currently receives are from federal grant monies and that as far as I knew he should still receive them. However, since I am not a member of said agency I gave him the name of a couple of agency employees to speak with about his funding.

- **Speaking to many families about closure of Meriden Campus and Ella Grasso Center.**

March 2016

Areas of Concern

○ Case Management -	5
○ Day Program –	6
○ Eligibility -	5
○ Funding/Budget -	18
○ Guardianship –	4
○ Health & Safety –	2
○ HIPAA -	1
○ Information/Referral –	29
○ Placement –	11
○ Birth to 3-	-
○ School District services-	2
○ Autism referrals	3

ISSUES/CONCERN TOTAL –86

DEPARTMENT OF DEVELOPMENTAL SERVICES
OFFICE OF THE OMBUDSPERSON
460 CAPITOL AVENUE HARTFORD, CONNECTICUT 06106
PHONE: VOICE 860.418.6047 TDD: 860.418.6079 TOLL FREE: 866.737.0331 FAX: 860.418.8707
Web Email: ED.MAMBRUNO@CT.GOV