



for Developmental Services



Dannel P. Malloy
GOVERNOR

Jordan A. Scheff
DDS Commissioner

DDS Council Monthly Report

January 2017

Personnel contacted

Regional Directors, Assistant Regional Directors, Case Manager Supervisors, Case Managers, Quality Management Director, QI Supervisors, Abuse/Neglect Director and/or liaisons and Division heads if I needed specific additional info regarding the issues and concerns of individuals who contacted my office.

In addition, I spoke with other contacts at agencies eg. DCF, Public Health, DSS and the Client Rights and Grievance Specialist, Office of the Commissioner DMHAS.

New England ADA Center, Director of ADA Training and Assistance

Concerns \ Issues

- Met with case manager in the West region. Case manager stated that she had a couple of families that were distressed because their children needed to attend a job fair put on by DORS BRS.

There are new federal laws under WIOA that are being developed and run by DORS. One of a requirements is "any individual working sub minimum wage must attend a DORS job fair " ...which grants them a certificate to work at subminimum-wage. Easter Seals is one of the places that employs people working at subminimum. The families do not want their children to work anywhere else because they are extremely happy with this work program.

The case manager wanted to know if I could assist the families because they could not attend any of the dates listed by BRS.

I contacted the Executive Director of BRS who then connected me with the person who runs the program. Spoke with the manager of the job fair program and she agreed to add dates later in the summer. I also asked if she could have them in the larger municipalities since most of the job fairs were on either side of the state. I mention this because public transportation is much better in the municipalities and one of the families needed it.

- Followed up with Director of Abuse/Neglect regarding findings of a case that was submitted.
- ADA team for central office established. Working with Commissioner's Executive Sec., preparing for ADA Training and Technical Assistance training seminar.. Policies & Procedures

eg. grievances to be written and implemented with legal team. TTY/V moved to Ombudsman office.

- Received call from DSS from individual who works with deaf/hearing impaired/hard of hearing volunteering assistance. Also received call from individual at STS (speech therapy, auditory) who also volunteered services.
- Case Manager called asking for assistance in providing auxiliary aids for individuals served by DDS. Followed up with region. Spoke to ARD and updated them on role I would be undertaking.
- Received e-mail from mom/Guardian requesting change in case management due to alleged inactivity by case manager.
Contacted region found that current case manager is retiring and supervisor is working with two other supervisors to reassign case. Supervisor has been in touch with mom.

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Areas of Concern

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|------------------------------|----|
| ○ Case Management - | 4 |
| ○ Case Management Requests - | 3 |
| ○ Day Program – | 2 |
| ○ Eligibility - | 3 |
| ○ Funding/Budget - | 2 |
| ○ Guardianship – | 5 |
| ○ (Health & Safety – | 1 |
| ○ HIPAA - | - |
| ○ Information/Referral – | 20 |
| ○ Placement – | 2 |
| ○ Birth to 3- | - |
| ○ School District services- | - |
| ○ Autism- | - |
| ○ Mental Health Issues | 2 |
| ○ ADA | 5 |

ISSUES/CONCERN TOTAL –49