

*STATE OF CONNECTICUT*

EDWARD R. MAMBRUNO



for Developmental Services



**Dannel P. Malloy**  
*Governor*

**Jordan Scheff**  
*Commissioner*

*DDS Council Monthly Report*

**November 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

Council on Developmental Disabilities

DORS CDHI met regarding interpreters.

Department of Mental Health and Addiction Services, Client Rights and Grievance Specialist

Quarterly Private Provider Meeting

Meeting with members of Deaf community to go over issues

Met with Training department to go over ADA PowerPoint presentation

Met with University of Hartford, Doctoral PT students.

Meeting with members of Deaf and Hard of Hearing community

- ADA Video Presentation Completed
- ADA Notices Placed in DDS Public Areas
- ADA Legal Notices published in Hartford Courant
- Distributed DVDs of ADA video presentation to private providers
- DDS ADA Training Video linked to YouTube

- ❖ Attended Leadership Meeting in Waterbury to show ADA Training Video to Private Providers and Staff and answered any questions they may have regarding the content of the video.
- ❖ Attended ADACC (ADA) Conference in Newington
  - Spoke to University of Hartford Doctoral Physical Therapy students.
  - Topics included: abuse/neglect, first-person language, ADA, nursing homes, Short-term nursing facilities/SNFs, accessibility needs , different types of assistive technology, durable medical equipment available to individuals and needed by supported by DDS and Q & A.

## Concerns\ Issues

- Received a call from a mom whose daughter is receiving services out-of-state. Husband is in the military and his supervisor would like a letter from DDS stating that if the husband were to be transferred to Connecticut his daughter would receive the same services and supports that they are currently receiving.
  - Talked with mom about establishing residency in Connecticut, eligibility, waiting list, placement and how services differ in each state. Since daughter is very medically involved it has taken several years to receive the type of services they are now receiving in the current state. Mom expressed that she was very pleased with her daughter supports and told me how hard it was to advocate for them.
  - Mom thought because she was receiving services already it would be a seamless transfer to Connecticut. After much discussion with mom, she expressed her desire to keep family and daughter where they were while her husband completed his remaining years of duty.
- Received a call from a case manager asking for my advice to resolve an ADA issue for a DDS supported individual with an accommodation for his employment.
  - Case manager wanted to know how to file an ADA grievance to resolve issue. I inquired about the problem and told her that she needed to sit down with the manager and tell him directly what was needed and how to provide accommodations. Told case manager that she needed to meet with him regarding the accommodations and how they were provided in the past. Since they already had a history of doing this it created a precedent. I thought there was no need for a grievance. After discussion, I told her that if the accommodation was not made to call me back and we would discuss other options or how to file a DOJ complaint.
- Working with ADA team and DDS training to provide DVDs to providers who cannot open the DDS ADA training. Video link.
  - We have recently added the DDS ADA training video to YouTube.

- Received an e-mail from an individual seeking assistance from the ombudsman (referred by 211 ) regarding their current eviction. Individual states that they cannot reside anymore in a shelter due to the unsafe environment it provides.

Researched individual and found that we do not support them and contacted DHMAS.

Sent inquiry to DHMAS Client Rights and Grievance Specialist. The Client Rights Grievance Specialist responded back to the individual by e-mail and gave him his information to contact.

- The " Welcome to the Department of Developmental Services, Know-the ADA website" is now on the DDS Website.

<http://www.ct.gov/dds/cwp/view.asp?a=3&q=597220>

New Content and Updates will be added as required.

- Received a call from mom/Guardian inquiring about staff not being able to go shopping for her even though it is allegedly in her budget.

I contacted region who stated that they had told mom that she was unable to use funding for her daughter's budget for staff to go shopping for her .

Mom stated that her daughter she has enough money in the budget to use for staff but I told her funding is not discretionary. Try to impress upon her that I agree with the options the case manager had given her e.g. Peapod, hire someone else besides staff.

Mom will not use any of these suggestions that case manager gave her and feel she should be able to use staff "... because the money is there" Contacted IFS director and spoke with him at length and he told me that he had a long standing relationship with her and he would contact her.

Called mom back and told her that someone from the region would be getting in touch with her regarding the shopping. However, told her that if she had any other concerns to not hesitate to call me.

*November 2017*

*Areas of Concern*

○ Case Management -	4
○ Case Management Requests -	4
○ Day Program –	4
○ Eligibility -	4
○ Funding/Budget -	3
○ Guardianship –	3
○ Health & Safety –	2
○ HIPAA -	1
○ Information/Referral –	28
○ Placement –	3
○ Birth to 3-	-
○ School District services-	-
○ Autism-	2
○ Mental Health Issues	2
○ ADA	17

ISSUES/CONCERN TOTAL – 77