

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



for Developmental Services



Dannel P. Malloy
Governor

Jordan A. Scheff
Commissioner

DDS Council Monthly Report

October 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

- ❖ 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

- Contacted region after receiving a call from parent who wanted to know why they were not contacted and did not have any opportunity to provide any input before a private provider transferred the residence her child lives and to another provider.
Region stated that a letter had gone out to all families.
Parent was worried that due to her child's multiple disabilities that staffing would be difficult and that she had a very hard time before and did not want to go through the same again.
Told parent that staff changes occur all the time however, this time they were aware of her son's needs in advance. And because they are aware of her son's needs they have time to train and will make every effort to plan for his needs. I asked region whether or not previous staff can "teach" new staff and I was told that it was under discussion.
Let mom know that this was on the table and she stated that she would advocate for staff cross training. Told mom that I thought that this was a good idea and relayed the same to the region.
- Met with Case Manager regarding an individual who is deaf that is currently looking for new employment because the nonprofit they work for eliminated the type of work they do.
Spoke with case manager about options, different types of employment, need for interpreters, effective communication as well as current communication skills.
Plan on meeting again to discuss options that were available and whether or not they were effective.
- Referred an individual who had called Commissioner's Office seeking assistance to the DHMAS, Clients Rights and Grievance Specialist. This individual is extremely helpful when we receive calls from individuals with mental health issues that have been directed to us by 211 or other agencies.
I assist this DHMAS Specialist when he receives calls from individuals seeking assistance that have intellectual disabilities.
- Received call from Region regarding the Healthy Relationship Series. Case Manager called to request interpreters for the individuals attending the six part Healthy Relationship Series.

Discussed the option of having an annual Healthy Relationship Series with interpreters.

- I was sent an inquiry from the Gov.'s office regarding an individual who called them seeking assistance.

Put them in touch with a DORS's Vocational Rehabilitation Specialist who directed them to the most appropriate agency and other agencies for particular service.

Individual was very happy with the referral and stated that this was something that she believes would work. Told individual that while they were not DDS, I would be happy to speak with her any time regarding any questions she may have.

- Received call from mom whose child is on the spectrum. Individual currently does not receive services and supports from DDS. Asked mom whether she has applied for eligibility to which she replied she has applied and they do not qualify.

Gave mom numbers of services and supports in the community where she lives and spoke to her about additional options.

- Added an ADA webpage to the DDS website for use by families and staff. The DDS ADA website has been put up on the DDS Internet portal. Will continue to update when needed and change accordingly.

Sections include:

TITLE

Know the Americans with Disabilities Act (ADA)

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

Have included different types of informative ADA links including federal and state and nonprofit.

ADA Resources

<http://www.ct.gov/dds/cwp/view.asp?a=3&Q=597222>

ADA Training Information

<http://www.ct.gov/dds/cwp/view.asp?a=3589&q=595844>

- Private Provider e-mailed office asking specific questions regarding what was asked by staff after viewing the DDS ADA training video.

Answered the questions that were provided.

- Received a call from a Case Manager Supervisor seeking assistance for a family that uses a Home Health Aide (HH A) that spoke a foreign language that was not readily available to them upon their initial search. They had been using the same person for over a decade and now the individual they currently use has earned a higher degree which would require an increase in pay that they cannot afford.

The Supervisor called assuming that this would fall under interpreting services and the ADA. I told her that unfortunately this would not be the case but gave them several options as to where they could possibly find someone who could speak this language.

October 2017

Areas of Concern

○ Case Management -	6
○ Case Management Requests -	4
○ Day Program –	4
○ Eligibility -	4
○ Funding/Budget -	7
○ Guardianship –	3
○ Health & Safety –	2
○ HIPAA -	-
○ Information/Referral –	27
○ Placement –	4
○ Birth to 3-	-
○ School District services-	-
○ Autism-	3
○ Mental Health Issues	2
○ ADA	10

ISSUES/CONCERN TOTAL – 76