

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



for Developmental Services



Dannel P. Malloy
Governor

Jordan A. Scheff
Commissioner

DDS Council Monthly Report

September 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

Concerns \ Issues

- Received call from co-guardian who lives out-of-state. Called office because he was puzzled as to why he received call from case manager requesting additional funds for sibling's personal fund account to tide them over for the month. I asked if he had ever been asked to contribute to their personal account before and he said no that is why he was calling me. At first, he stated he thought it was a scam.

Spoke with case manager who told me that due to many extracurricular activities that took place during the month this individual had run very low on funds. Case manager did agree that this is the first time in many years they had asked for additional funds and told me that this would probably be a one-off.

Returned co-guardian's call and relayed what case manager had told me and told him that I had asked the case manager to give them a call to explain everything to him.

- Spoke with individual who receives DDS services who called requesting that they be taken off assistance from DDS. I asked individual why they felt this way and they told me that they did not feel they had their full independence because they were receiving funds and had to justify "spending to them". After speaking to this individual for a while I explained their options and what they had to do. I also explained the steps they would have to take to go back to receiving DDS supports.

I recommended that they continue to work with their Team and expressed to them that if their goal was to live independently ask The Team what they needed to work on to make this eventually happen. They agreed to tell the Team and told me they look forward to working with them. I told them to call me anytime they needed any assistance.

- Received call from relative who no longer is Guardian. They wanted to know why they cannot visit individual when they want or receive medical updates regarding this individual.

I told individual that due to confidentiality laws i.e. HIPAA once they relinquish guardianship they can no longer receive personal information regarding individual unless current Guardian tells them. I asked individual if he had tried to contact the current Guardian.

This person still cannot comprehend why they cannot visit this individual's day program without calling or asking even though they have been told by the provider they need to call in advance because of the disruption it causes.

Due to this request by the provider, I am receiving several calls per week by this individual asking that I look into whether or not this individual is eating, whether they have gained or lost weight and many other personal questions.

This individual is truly concerned with the well-being of his relative but does not believe that this Guardian is doing their best regarding this individual's health.

Called region who told me that that this individual is having a hard time adjusting to new role however, the new Guardian is doing fine and there is no need for him to worry.

During the next phone call with him I told him that he would be able to visit soon and that he could see for himself how everything was going. I told him that if he had any other concerns to call me.

- In order to comply with the DOJ's date for ADA training we are sending out DVDs with the ADA presentation to Private Providers who cannot open the link due to format incompatibilities.

September 2017

Areas of Concern

○ Case Management -	4
○ Case Management Requests -	3
○ Day Program –	3
○ Eligibility -	5
○ Funding/Budget -	6
○ Guardianship –	4
○ Health & Safety –	2
○ HIPAA -	-
○ Information/Referral –	25
○ Placement –	3
○ Birth to 3-	-
○ School District services-	-
○ Autism-	2
○ Mental Health Issues	2
○ ADA	7

ISSUES/CONCERN TOTAL – 66