

*STATE OF CONNECTICUT OR*

EDWARD R. MAMBRUNO



for Developmental Services

*DDS Council Monthly Report*



**Ned Lamont**  
*Governor*

**Jordan Scheff**  
*Commissioner*

***December 2019***

**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.

**MEETINGS**

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

- **Communication Meeting DDS CO**
- **ADA Video Presentation Completed**
- **ADA Notices Placed in DDS Public Areas**
- **ADA Legal Notices published in Hartford Courant**
- **a will and Distributed DVDs of ADA video presentation to private providers**

- DDS ADA Training Video linked to YouTube
  - DDS at 100% compliance for ADA Training Video
- ❖ 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
  - ❖ Met with Department of Mental Health and Addiction Service sure that s, Client Rights and Grievance Specialist, Tit a le II ADA Coordinator to go over handicapped parking standards
  - ❖ Served on interview panel for selection of Director Position in region.
  - ❖ Attended March 16<sup>th</sup> Disability Summit at Mohegan Sun. Dropped into DDS Individual and Family support table as well as CCH informational booth.



- Met with Deaf and Hard of Hearing Community at the Legislative Office Building. Answered inquiries into specific DDS questions.
  - Contacted U0biDuo, a company that provides a tablet that enables hearing-impaired and Deaf and Hard of Hearing to communicate interactively. Waiting on information and questions to be researched and answered by company.
- ◆
- ❖ Submitted Annual Report for last three years, 2015 – 2018. The office of the Ombudsman is statutorily mandated to complete an annual report and submit to committees of cognizance in the General Assembly, as well as Commissioner and DDS Council.



- Annual Report of the Ombudsman 2015-2018

- Have begun to write draft of 2019 Annual Report of the Ombudsman.
- The ADA Online Video Training in Saba has made great progress in the last 30 days to bring the agency into compliance with the Department of Justice mandate. Each year DDS must have all employees view the ADA video. In addition, all new employees must view

the video upon 30 days of hire. DDS has now placed the video in their training for new employees.

## *Concerns \ Issues*

- Received call from mom/guardian about her daughter not receiving mental health services. Mom told me that her daughter has been released from hospitals/emergency rooms when it was obvious that she needed some type of mental health care. Mom has told me that daughter is dually diagnosed.

Family has recently moved from New York to Connecticut and mom is frustrated that not all of Connecticut services are immediate. Contacted region who told me that it is not as easy as mom claims it to be but is working with regional clinical psychologist to find what type of services are available.

Contacted DMHAS Client Rights and Grievance Specialist to find if any services were available at this time. Set up a day where we could meet and discuss various overlapping of DDS and DHMAS services.

- Regional office contacted me regarding a ADA issue with an employee. Contacted DAS construction services and spoke with leasing manager. The issue is very complex and have spoken with ADA coordinator at DAS. I also placed a call to the ADA technical assistance Center in Boston Massachusetts.

Am waiting to hear from State ADA Coordinator at DAS.

- Individual with an ADA discrimination issue called me thinking that I was the State ADA Coordinator. He told me that a restaurant would not allow his service dog to accompany him in the restaurant.

I told him I am no longer the State ADA Coordinator. He told me that a Google search brought my name up as the individual who holds this position. I told him that Google will keep things on the Internet for years and that I cannot change this. I have been getting many calls regarding the ADA and the only thing that I can do is transfer them or give them the contact information for DAS.

However, since this is a discriminatory act and I am serving as a Commissioner of CHRO, I told this person that if he felt that he was being discriminated against for bringing a service dog into a restaurant then he should contact CHRO. , I told him he could contact the DOJ. I gave him contact information for both

- Received a call from sister/guardian of individual residing in DDS Public group home. She had many questions that were sent to the private provider regarding a 2015 IP that she believes were not answered adequately. I contacted the private provider and spoke with the Director. She told me that this is been an ongoing situation that could be easily resolved but every time they try to contact the sister she makes excuses or cancels meetings.

The group home has answered the questions that the sister has asked and has corrected many of the behaviors that have been a cause and effect of the issues.

It seems that the guardian wants her brother to do things that he does not want to do and the group home cannot force him to do them. When I called the sister she twisted this around.

I suggested that the sister meet in person with the group home administrators to which she adamantly told me that she tried that once and she will not do it again. Additionally, she told me that she wants everything in writing and they will not adhere to her wants. I contacted the administrator who told me that every time they put something in writing the guardian takes it apart and asks for additional things.

I contacted the sister again and said that a meeting in person should be made to correct her major concerns.

I also told the Guardian that she should move on from the 2015 IP and concentrate on the upcoming 2020 IP. She then asked me who wrote the 2015 IP I told her that it is been almost 5 years and from what I have found through my due diligence is that all her questions have been answered. She then went on to say what was my due diligence...

I then told her that she cannot change or correct the 2015 IP until she meets with the administrators at the 2020 IP. Again, she told me that everything has to be put in writing!

### *Areas of Concern*

○ Case Management -	4
○ Case Management Requests -	2
○ Day Program –	2
○ Eligibility -	2
○ Funding/Budget -	2
○ Guardianship –	1
○ Health & Safety –	
○ HIPAA -	1
○ Placement –	2
○ Birth to 3-	
○ School District services-	
○ Autism-	1
○ Mental Health Issues	2
○ DDS Information/Referral	18
○ NON-DDS Referrals	15
○ ADA, compliance, insurance, disability, housing,	17
○ DDS Nursing	1

ISSUES/CONCERN TOTAL – 70

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