

*STATE OF CONNECTICUT*

EDWARD R. MAMBRUNO



for Developmental Services

*DDS Council Monthly Report*



**Ned Lamont**  
*Governor*

**Jordan Scheff**  
*Commissioner*

*January 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 Services, Client Rights and Grievance Specialist, Title II ADA Coordinator to go over handicapped parking standards
  - ❖ Served on interview panel for selection of Director Position in region.
  - ❖ Update:

As of January 1, 2019, my physical location for my office will be in the West Region at the Rowland Building@55 Main St., Waterbury. However, my central office number, 860-418-6047 will remain my primary phone. I still will be in Central Office in Hartford for scheduled meetings and/or reoccurring appointments.

If you would like to meet with me I now have two locations that can be arranged.

## *Concerns \ Issues*

- Guardian called office regarding their inability to get in contact with ADA paratransit. They also were calling to ask if I could assist them with speaking with the case manager.

Complicated issue. Individual had found a different work program that was initially agreed-upon and during implementation Guardian died. Current Guardian was having a hard time reaching case manager because nowhere was it indicated to DDS that they were now the current Guardian allowing them to speak about this individual's confidential information. They also are having a difficult time arranging transportation to work due to lack of working phone numbers. Asked if they had gone online to schedule transportation. They told me they did not want to do that until they had spoken with company about contingency issues.

Called region explained that this individual had gone to court and obtained the guardianship of this individual and needed to fax this information to case manager so that they would be allowed to speak with them. They also had found this work program on their own different from what DDS was currently going to provide. Asked individual if this program was within their current budget to which they answered, Yes. They were trying to get all this arranged so that they did not lose their current slot in this program. Spoke with ARD explained all issues and asked if the case manager could obtain the guardianship papers and change all relevant information in e-Cameras.

Guardian called to say that everything was arranged and thankful for the region allowing them to change work programs and thankful for their assistance in obtaining transportation to and from program.

- Received call from mom/Guardian regarding contacting the helpline and being told that there was no funding available for day programs. Contacted region and asked them if individual had turned 21. I asked if we had a level of need and a graduate funding projection. I asked if they were on title I9 and the importance of being on the waiver. I also explained to mom that the process of allocation for grads and how we were dependent on the passing of the state budget and subsequently the approval of funding the grad line item.

Mom also stated that she wanted them to continue their education and whether DDS would absorb that expense. I asked mom if she had heard of the DORS and she stated yes. They had determined they were not eligible at this time however were told that this does not preclude them from future applications to DORS when and if their skills and work experience are enhanced. I then reviewed that the helpline was the present point of contact for the family until a case manager is appointed.

The region is looking into finding a case manager to further assist the family as well as a new transition advisor.

Region found a case manager to work with family.

- I received a call from an in agency head from another agency asking me if I could direct them to someone who could assist them with some type of insurance advocacy.

I responded that I could direct them to someone at the Office of Healthcare Advocate.

The Office of the Healthcare Advocate <https://www.ct.gov/oha/site/default.asp>

The number for Title I9 is 877.552.8247

- Received call from a blind individual who questioned whether Connecticut law specified that a service dog must wear a orange collar with a matching vest to indicate that it is a working service dog for the blind. I indicated that while this is done by many individuals it is done mostly for the safety and protection of the animal so that cars and other people will know to adhere to the rules of the working service animal, (no petting while working unless you ask the individual first). Connecticut does not have specific rules regarding service animals other than you need a qualifying disability and a Dr.'s note to obtain one. Only miniature horses and dogs are now qualified to be a service animal.

## ***January 2019***

### *Areas of Concern*

- Case Management - 4
- Case Management Requests - 4

○ Day Program –	4
○ Eligibility -	3
○ Funding/Budget -	4
○ Guardianship –	3
○ Health & Safety –	1
○ HIPAA -	1
○ DDS Information/Referral –	7
○ Placement –	3
○ Birth to 3-	-
○ School District services-	-
○ Autism-	2
○ Mental Health Issues	2
○ ADA	18
NON-DDS Referrals	20
ADA, compliance, insurance, disability, housing,	13

ISSUES/CONCERN TOTAL –89

DEPARTMENT OF DEVELOPMENTAL SERVICES  
OFFICE OF THE OMBUDSPERSON  
460 CAPITOL AVENUE HARTFORD, CONNECTICUT 06106  
PHONE: VOICE 860.418.6047 TDD: 860.418.6079 TOLL FREE: 866.737.0331 FAX: 860.418.8707