

*STATE OF CONNECTICUT*

EDWARD R. MAMBRUNO



for Developmental Services



**Ned Lamont**  
*Governor*

**Jordan Scheff**  
*Commissioner*

*DDS Council Monthly Report*

***January 2020***

In relation to my duties as Ombudsman, I fielded a number of calls and correspondence regarding case management, case management requests, day programs, eligibility, funding & budgets, guardianship, health & safety, HIPAA, information and referrals, placements, Birth to 3, school district services, autism, mental health issues, ADA, Non-DDS referrals, and ADA compliance, insurance, & housing. To address these concerns, I worked with and maintained regular contact with the following people and entities within DDS:

- Regional Directors,
- Assistant Regional Directors,
- Case Manager Supervisors,
- Case Managers,
- Quality Management Director,
- QI Supervisors,
- and the Abuse/Neglect Director and/or liaisons

In addition, I spoke with other contacts at external agencies including:

- Council on Developmental Services
- Department of Children and Families,
- Department of Public Health,
- Department of Social Services,
- Department of Mental Health and Addiction Services,
- Commission on Human Rights and Opportunities
- and the Client Rights and Grievance Specialist

The average number of unique issues and concerns resolved by this office average 100 per month.