

*STATE OF CONNECTICUT*

EDWARD R. MAMBRUNO



for Developmental Services



**Ned Lamont**  
*Governor*

**Jordan Scheff**  
*Commissioner*

*DDS Council Monthly Report*

***March 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. Due to COVID-19, and the advent of teleworking on a mass scale, there have been fewer phone calls, but the correspondence we receive is increasingly regarding topics like: availability of PPE, closures of employment and/or day programs, safety and COVID mitigation in a variety of DDS settings, and inquiries as to when visitation can resume safely. To address these concerns, I worked 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.

DEPARTMENT OF DEVELOPMENTAL SERVICES

OFFICE OF THE OMBUDSPERSON

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