



**State of Connecticut
Independent Office of the Ombudsperson for Developmental Services
460 Capitol Avenue, Hartford, CT 06017**

April 2022 Monthly Report to the Council on Developmental Services

Assistance to Individuals and Families

In relation to my duties as Ombudsperson I communicated with individuals, families, advocates, DDS and outside agencies on numerous issues including:

1. Assisting individuals on the waiting list & families in pursuing less traditional housing options and living.
2. Transportation issues.
3. Difficulty finding a day program.
4. Finding supports for individual with multiple disabilities who is stuck in the ER.
5. Working with family, private Support Broker, The Arc & DDS to support individual in moving into his own home.
6. Ongoing collaboration with DDS and outreach to attorney representing an individual whose conservator and CCH provider are denying visitation to family.
7. Family members who are not guardians having access to information, obtaining information, and visitation with individuals supported by DDS.
8. Supporting an individual & family who received a 30-day notice from provider.
9. Supporting individuals with IDD and mental illness work through issues with residential programs.
10. Assisting sibling/guardian explore and understand the eligibility process and support options for an adult who was denied DDS supports.
11. Working with DDS & guardian to track and support the well-being an individual whose Community Companion Home was closed.
12. Providing information and connecting with resources on ADA, traumatic brain injuries, supports for seniors, and community housing supports.
13. Monitoring individual who provider removed from their home without the consent of the guardian or DDS.
14. Assisting parent/guardian explore funding options for wheelchair modifications.
15. Working with guardian & DDS to expand access and visitation for family member.
16. Assisting an individual in finding an advocate.
17. Provided support and advice to parent/guardian on housing support options and successor advocacy.
18. Monitoring safety & support needs for school aged individual whose parent/guardian has refused supports.

To address these concerns, I connected families with resources and information inside and outside of DDS, and maintained regular contact with the following people and entities within DDS:

- Commissioner Scheff,
- Regional Directors & Assistant Regional Directors,
- Case Manager Supervisors & Case Managers
- Director of Diversity, Equity & Inclusion
- Self Determination Directors
- Health Management Director
- Legal Director
- Director of Case Management
- Self Determination Directors

Interaction with DDS, other state agencies and community organizations

- Meetings with MA DDS Ombudsperson.
- Met with CT Long Term Care Ombudsperson.
- Member of DDS Diversity Equity & Inclusion (DEI) Committee and DEI Strategic Planning Committee.
- Member of State Employee Leadership Network (SELN) Strategic Planning Steering Committee and co-chair of the SELN Interagency Collaboration Subcommittee.
- Attended regular state-wide and regional meetings including incident command calls, forensic meetings, waiver team meetings, provider leadership meetings and others.
- Participated in discussions on Supported Decision Making with advocates and DDS.
- Met with several private providers to discuss types supports offered.
- Attended DDS Provider Leadership meeting.
- Meetings with WeCAHR, DRCT, CT Council on Developmental Services, and The Arc Connecticut.
- Monthly meeting with DDS Health Management Administrator.
- Attended ACL webinar on *How Blended, Braided or Sequenced Funding Can Help Drive Employment, Equity & Inclusion*.

Areas of Concern

- Impact of staffing crisis on ability to access supports, person centered planning, advocacy, provider flexibility.
- Impact of loss of staff and experience, particularly at STS and Regional Centers due state employee retirements.
- Maintaining active family involvement, advocacy and support for individuals who receive residential supports outside of the family home through DDS or private providers.
- Supporting, protecting and encouraging individual and family advocacy.
- Provider accountability.

**Respectfully Submitted,
Shannon Jacovino
Ombudsperson
April 18, 2022**