



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

August 2022 Monthly Report to the Council on Developmental Services

Assistance to Individuals and Families

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

1. Ongoing weekly support to family of individual transitioning from a CRS to self-direction. (1)
2. Outreach to ensure proper notification to individual, DDS, and provider about the passing of sister/guardian. (1)
3. Issues between family members/guardians and private providers. (7)
4. Issues between family member/guardian & DDS Regional Center. (1)
5. Questions about guardian's rights. (1)
6. Individuals with funding unable to find an Employment & Day program due to staffing crisis. (4)
7. Question about DSS reporting requirements & issues with DSS. (2)
8. Assistance to individuals, families & DDS to find parent & family supports in the community (2)
9. Assistance to family & DDS in working through transportation issues, and seeking community support to increase recreational & exercise opportunities. (1)
10. Support to individuals & families seeking alternative residential support options. (4)
11. Ongoing support to individual and family with inadequate staffing due to provider withdrawing support. (1)
12. Contact with legislators regarding constituent issues (3)
13. Support for families of individuals with high levels of needs in seeking DDS residential support options. (3)
14. Collaboration with DDS re: individual wanting to live in a less restrictive setting. (1)
15. Connecting families for support. (2)
16. Family complaints about fiscal intermediary. (1)
17. Connecting individual & family with a registered social enterprise with a provider. (1)
18. Family complaint about camp conducting body checks without prior knowledge or consent of guardian. (1)
19. Family issues/ complaints/questions about abuse & neglect investigation process. (3)
20. Outreach to community agencies and Office of the Childcare Advocate seeking parenting & family supports. (1)
21. Assistance with ADA & other inquiries. (16)
22. Continued work with guardian & DDS to expand access and visitation for family members. (2)
23. Assistance & coordination with DDS for an individual with ID moving to CT. (1)
24. Assistance to families that have been removed as guardians. (3)

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
- DDS Legal Department
- Director of Case Management
- Self Determination Directors
- DDS Abuse & Investigation Division.

Interaction with DDS, other state agencies and community organizations

- 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 SELN Leadership Subcommittee.
- Member of Council on Developmental Disabilities.
- Co-chair of ARPA Individual & Family Engagement Committee.
- Member of ARPA Advisory Committee.
- Attending Life Course Ambassador training.
- Attended regular state-wide and regional meetings including incident command calls, forensic meetings, waiver team meetings, provider leadership meetings and others.
- Monthly meeting with Commissioner Scheff.
- Monthly meeting with Deputy Commissioner Velardo.
- Monthly meeting with DDS Health Management Administrator.
- Bimonthly meeting with DDS Director of Case Management.
- Regular meeting with DDS Employment & Day Services Division.
- Met with Keep the Promise and Local Initiatives Support Corporation (LISC).
- Attended Raising Consciousness – Preparing for Change & Cultural Communication Training.
- Attended DDS Diversity, Equity & Inclusion Coffee Conversation on Guardianship in CT.

Areas of Concern

- Impact of staffing crisis on ability to access supports, person centered planning, advocacy, provider flexibility.
- 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, family, & guardian accountability.
- The lack of support options for individuals with autism and intellectual disabilities who are not eligible for DDS funding.
- Guardianship statistics in CT as compared to other states.

Respectfully Submitted,

Shannon Jacovino

Ombudsperson

August 16, 2022