



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

**July 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. Weekly support to family of individual transitioning from a CRS to self-direction.
2. Inquiries about abuse & neglect process and reporting from families and professionals.
3. Assistance to families of individuals with autism who do not meet the DDS eligibility criteria.
4. Assistance connecting with DDS Transition supports.
5. Assistance in obtaining bilingual case management for an individual who relocated between regions.
6. Assistance securing safe housing supports, while DDS eligibility is being determined for individual with autism facing homelessness.
7. Outreach to community agencies and Office of the Childcare Advocate seeking parenting & family supports.
8. Assistance to individuals on waiting list & families pursuing less traditional housing options and living.
9. Assistance to parents & family members with private & DDS provider complaints.
10. Assistance with ADA & other inquiries.
11. Assistance and information to guardian of an individual whose CCH is closing.
12. Discussion with parent/guardian re: guardians being paid as caregivers.
13. Reports to AID.
14. Continued assistance to family, private Support Broker, The Arc, & DDS to support individual in moving into his own home.
15. Continued work with guardian & DDS to expand access and visitation for family member.
16. Assistance & coordination with DDS for an individual with ID moving to CT.
17. Assistance with DDS eligibility questions and issues.
18. Inquiries about cameras in programs.
19. Assistance to families that have been removed as guardians.

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 & staff
- Director of Case Management
- Self Determination Directors
- AID
- Eligibility Unit
- Helpline

**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 co-chair of the SELN Interagency Collaboration Subcommittee.
- Member of Council on Developmental Services.
- Attending Life Course Ambassador training.
- Discussions re: DDS Chatbot website feature.
- Meeting with DCF Ombudsperson.
- ARPA discussions with DDS, providers, families, and other organizations.
- Assistance to researchers from UPenn re: CT general statutes pertaining to the Office of the Ombudsperson, and the rights of individuals served by DDS.
- 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.
- Met with DDS qualified providers to discuss services offered.
- Consulted with West Region & private provider re: individualized day supports.
- Attended the Journey to Independence ATECH Conference.

**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 accountability.
- The lack of support options for individuals with autism and intellectual disabilities who are not eligible for DDS funding.

**Respectfully Submitted,  
Shannon Jacovino  
Ombudsperson  
July 21, 2022**