



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

**June 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. Inquiries about abuse & neglect process and reporting.
2. Referrals to DDS Helpline.
3. Assistance to individuals on waiting list & families pursuing less traditional housing options and living.
4. Assistance to parents & family members with private & DDS provider complaints.
5. Assistance with ADA & other inquiries.
6. Continued assistance to family, private Support Broker, The Arc, & DDS to support individual in moving into his own home.
7. Continued work with guardian & DDS to expand access and visitation for family member.
8. Assistance to family who self directs with issues with fiscal intermediary.
9. Assistance to out-of-state social worker who is supporting an individual moving to CT.
10. Assistance with DDS eligibility questions and issues.
11. Assistance families of hospitalized individuals.
12. Assistance to family with individual decompensating in the family home.
13. Inquiries about cameras in programs.
14. Assistance to families that have been removed as guardians.
15. Contact from legislator on behalf of constituent with complaints about DDS & private provider.
16. Contact from DCF regarding abuse & neglect complaint.

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.

- Participated in discussions re: ARPA funds.
- Attended regular state-wide and regional meetings including incident command calls, forensic meetings, waiver team meetings, provider leadership meetings and others.
- Attended DDS Provider Leadership meeting.
- Attended CT Council on Developmental Disabilities site visits & new member orientation.
- Monthly meeting with DDS Health Management Administrator.
- Met with DDS qualified providers to discuss services offered.
- Attended DSS Long Term Services & Rebalancing Steering Committee Meeting.
- Attended DSS Autism Advisory Council Meeting.
- Met with DRCT & The Arc Connecticut.
- Consulted with West Region & private provider re: individualized day supports.
- Met with DDS Self Advocate Coordinators.

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

**Respectfully Submitted,  
Shannon Jacovino  
Ombudsperson  
June 16, 2022**