



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

April 2023 Monthly Report to the Council on Developmental Services

Assistance to Individuals and Families

In relation to my duties as Ombudsperson, between 3/15/2023-4/19/2023, I assisted approximately 58 individuals, families, advocates, guardians, DDS staff, legislators, state agencies, providers, and members of the community on numerous issues including:

1. Individual rights.
2. Legal representative rights and responsibilities.
3. Eligibility.
4. Issues/complaints about private providers.
5. Issues/complaints about DDS.
6. Issue/complaints about a guardian.
7. Issues/problems related to staffing crisis.
8. Quality of supports.
9. Abuse & neglect.
10. Health & safety.
11. Understanding & navigating DDS system.
12. Communication.
13. Issue/complaints with fiscal intermediary.
14. Employment supports.
15. Day supports.
16. Residential supports.
17. Transportation.
18. ADA and other disability rights information and referral.
19. Information/research/referral/coordination with other state agencies and legislators.
20. Information/research/referral community resources.
21. Information/research/referral on school issues.
22. Information/research/referral on youth services & supports.
23. Questions about ARPA and other DDS initiatives.
24. Questions about dental care.
25. Questions about autism supports.
26. Questions about providers as rep payees.
27. Collaboration, communication, and coordination with community organizations and hospitals.
28. Behavioral Supports Program.

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.
- DDS Dental Coordinator
- DMHAS, DCF, DAS.

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.
- Attended DDS 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 and collaboration with DDS Director of Diversity Equity & Inclusion.
- Meetings and consultation with advocacy organizations including The Arc Connecticut, the CT Family Support Network, and Disability Rights CT.
- Consultation with ARPA consultants Deloitte & the McDowell Communications.
- Consultation with Council on Developmental Services subcommittee on DDS Abuse & Neglect process.
- Attended DD Council Bridging the Gap between Aging and Disability Services presentations.
- Member of BRS CT Competitive Integrative Employment Grant Individualized Supports Subgroup

Areas of Concern

- Impact of staffing crisis on access supports, person centered planning, advocacy, provider flexibility and quality of supports.
- Supporting, protecting, and encouraging individual and family advocacy.
- Provider accountability.
- The lack of support options for individuals with developmental disabilities who are not eligible for DDS funding.
- Disproportionate guardianship statistics in CT as compared to other states, and the lack of information on alternatives to guardianship.

Respectfully Submitted,
Shannon Jacovino
Ombudsperson
April 21, 2023