



State of Connecticut  
Department of Developmental Services

**DDS**

Jordan A. Scheff  
Commissioner

Elisa F. Velardo  
Deputy Commissioner

**To:** DDS Providers

**From:** Krista Ostaszewski, Health Management Administrator

**Cc:** Jordan A. Scheff, Commissioner; Elisa Velardo, Deputy Commissioner; Katie Rock-Burns, Chief of Staff; Sean Bannon, Operations Center Director; Wayne Seidel, Director of Case Management

**Date:** January 12, 2024

**RE:** Case Management Quality of Service Reviews

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This memo is to alert providers to the resumption of Quality of Service Review (QSR) requirements for Case Managers.

At the start of the public health emergency, there was a pause on all QSRs conducted by Case Managers. In 2021 as limited in-person activities resumed, Case Managers were instructed to resume QSR at provider sites incidentally and as appropriate. Since that time, there has been a steady increase in Case Management QSRs and providers can now expect that they will resume fully this calendar year.

Case Management QSRs typically consist of a setting observation, individual interview and a record review on an annual basis. Other than a slight reduction of indicators reviewed, the process for Case Management QSR visits remains the same as it has been for more than a decade.

Please note, this memo and content is separate from the QSRs completed by State Quality Review staff.

There have, however, been some updated resources added to the DDS website related to Quality Reviews. Tips on how reset QSR system passwords, review system instructions and understand the indicators used by staff can be found here [Quality Service Review Unit \(ct.gov\)](#).

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