

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



GOVERNOR

DDS Council Monthly Report

July 2010

Meetings held and/or attended

- July 7th -South Assistant Regional Director
- July 7th -Attorney General's Office
- July 8th -GCYD
- July 8th -Inspector
- July 9th -CO QI Director
- July 14th -CHRO
- July 15th -West Assistant Regional Director
- July 16th -CO Nurse
- July 19th -CHRO
- July 19th -West Assistant Regional Director
- July 20th -Operations Unit
- July 22nd -CO Facilities Director meeting
- July 23rd -Torrington Regional Center/ CO Facilities Director
- July 28th -North Regional Director
- July 29th -Eligibility Director
- July 29th -CO Psychiatrist

Concerns \ Issues

- Helped to resolve issue between nursing home billing department region and family. Nursing home was bought out and operating under different management. Family was receiving bills for brother who had an acute stay at the facility. Family called office upset that even after numerous calls and contact from the region, billing department still showed family responsible for substantial amount of money. Contacted billing department and region told family that they were not responsible for payment. Receive letter from billing department stating that was so.
- Received letter from Attorney General's office regarding D.D.S. consumer. Consumer is currently on the waiting list for placement. Family is upset that is taking a while to find an appropriate placement. Spoke with family and Attorney General's office to let them know that the department was doing everything within the means to find an appropriate place.
- Received e-mail from mom regarding her son's move into a permanent residence and concerns that it was not appropriate for her son. Spoke with region numerous times regarding this placement and they agreed that while it wasn't the best it was temporary. Region found another placement within two weeks which seems to be going very well. In fact, mom called while on vacation to tell me that her son called her to let her know how much he liked living there. Mom was extremely pleased; in fact she told me that he was doing much more on his own something that she's been trying to have him do for a long time. She went on to say that she couldn't be happier with the placement.

- Received a call from an elderly parent requesting information on eligibility for her elder son. Contacted eligibility unit who had some information on family. Contacted mom told them they needed to complete application and process would begin. Spoke with CO psychiatrist, he stated that he was familiar with family and son's eligibility.
- Replied to an Operations Director from out-of-state requesting information on any state which has an Ombuds programs for people with intellectual disabilities. Sent her website/contact information.

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Areas of Concern

- Case Management - 5
- Case Management Requests - 7
- Day Program - 3
- Eligibility - 8
- Funding/Budget - 3
- Guardianship - 4
- Health & Safety - 2
- HIPAA - 3
- Information/Referral - 27
- Placement - 4

ISSUES/CONCERN TOTAL – 66