



*DDS Council Monthly Report*

*January 2011*

Meetings held and/or attended

- January 7<sup>th</sup> -Waterbury Office
- January 7<sup>th</sup> -Met with West Assistant Regional Director (Private)
- January 7<sup>th</sup> -Met with West Assistant Regional Director (Public)
- January 7<sup>th</sup> -Met with Regional Director, West region
- January 10<sup>th</sup> -DSS, Alternative Care Unit
- January 11<sup>th</sup> -Central Office Utilization Nurse, review of D.D.S. consumers in long-term care
- January 11<sup>th</sup> -Gaylord Hospital, Acute-care consumer
- January 11<sup>th</sup> -West, Case Manager Supervisor
- January 12<sup>th</sup> -Commission on Human Rights, Commission Meeting
- January 13<sup>th</sup> -Governor's Coalition, scholarship meeting
- January 13<sup>th</sup> -DDS Council meeting
- January 14<sup>th</sup> -Waterbury Office
- January 15<sup>th</sup> -Met with Central Office Quality Improvement (QI) Director
- January 15<sup>th</sup> -Central Office, Eligibility Director
- January 17<sup>th</sup> -Met with Director of Facilities
- January 17<sup>th</sup> -Central Office Utilization Nurse
- January 18<sup>th</sup> -Central Office, Legal
- January 19<sup>th</sup> -Central Office, Psychiatrist
- January 20<sup>th</sup> -Governor's coalition, scholarship meeting
- January 21<sup>st</sup> -North region, Regional Director
- January 24<sup>th</sup> -Central Office Utilization Nurse
- January 25<sup>th</sup> -Central Office, Eligibility Director
- January 26<sup>th</sup> -Central Office, Legal
- January 26<sup>th</sup> -North region, Regional Director
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Concerns \ Issues

- Researching alleged removal of a DNR bracelet from consumer by long-term care facility. Also, looking into whether facility could prevent family from reviewing consumer's chart (family member is Guardian). Spoke with Central Office Utilization Nurse: asked when next visit would take place at this facility. Spoke with regional OBRA and regional nurse. Also spoke with family.
- Was contacted by legal guardian who was concerned that agencies they have been working with have not been giving consumer (family member) enough opportunities to use his specific skills. Also, allegedly they have not been paying enough attention to specific health issues that may result in personal injuries. Contacted region, they will schedule team meeting with mom to broker a resolution. Such as, discuss additional ways that consumer can use time for his activity. In addition; health as well as his other behaviors will be discussed with people who work hands-on with individual. Region will be contacting mom to set a date with all parties involved.

- Mom contacted office questioning Department's denial of use of portability to place consumer with another provider. Mom is not Guardian. Spoke to guardian, told him that Judge had made a decision and I could not supersede his Court Order. Spoke to Central Office legal who had gone to court for this specific reason. Legal concurred with court order and noted that many issues had occurred (family) that required this to be decided by a court.
- Consumer is currently residing in and out of state long-term care facility, social worker at facility called office to state that they have been waiting for a placement in Connecticut. Called region who stated that they have been trying to find an appropriate placement however, consumer needs are great and finding an appropriate placement has been very difficult. Return call to facility who stated that they had been hearing that and had hoped that I could expedite matter, I replied that at this time it is best for consumer to stay there a little longer than be placed in an inappropriate placement.
- Worked with DSS Alternative Care Unit to find option for parent seeking D.D.S. private provider. Met with Assistant Regional Director and staff to look into consumer's needs.
- Spoke with retired dentist. He stated that he would like to work with D.D.S. consumers on a part-time basis. Asked how he could become involved. Directed dentist to Central Office Dental Coordinator.
- Mom called office with complaints and concerns she has and has had with staff of private provider that currently serves her daughter. Looked into issue, mom is not Guardian. Spoke to Guardian who relayed some of the same concerns. Met with Assistant Regional Director, Resource Manager and Case Manager Supervisor. D.D.S. staff admitted that while private provider had cause to do some of the things that angered mom that they would speak with provider to see if some of the concerns that were raised could be resolved.

January 2011

*Areas of Concern*

- Case Management - 9
- Case Management Requests - 4
- Day Program - 3
- Eligibility - 6
- Funding/Budget -5
- Guardianship - 5
- Health & Safety - 2
- HIPAA - 2
- Information/Referral - 22
- Placement - 6
- Birth to 3- 0
- School District services-2
- Autism-2

ISSUES/CONCERN TOTAL -68