

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



Dannel P. Malloy
GOVERNOR

DDS Council Monthly Report

April 2011

Meetings held and/or attended

- April 1st -DDS Aging and Case Manager Supervisor, MFP
- April 4th -Central Office, Quality Improvement Director
- April 5th -Central Office, Facilities Director
- April 6th -Attorney General's office, Assistant Attorney General
- April 6th -Central Office, Utilization Nurse
- April 7th -North region, Regional Director
- April 8th -Eligibility Director
- April 8th -Board of Education Services for the Blind (BESBE)
- April 9th -DDS Operations
- April 12th -Central Office, Nurse Consultant
- April 13th -Commission on Human Rights, Commission Meeting
- April 14th -Governor's Coalition, scholarship meeting
- April 14th -Central Office, Psychiatrist
- April 14th -North region, Regional Director
- April 15th -Central Office Legal
- April 15th -Quality Improvement, Inspectors
- April 15th -Central Office Quality Improvement (QI) Director
- April 18th -Central Office, Eligibility Director
- April 18th -CO Director of Facilities
- April 21th -Governor's Coalition. Youth with Disabilities
- April 24th -Central Office, Legal
- April 28th -Waterbury Office
- April 28th -West region, Regional Director
- April 28th -West region, Assistant Regional Director, family supports
- April 28th -West region, Assistant Regional Director, public
- April 29st -Met with Consumer
- April 29th -North region, Regional Director

Concerns\ Issues

- I Conservator called office requesting assistance in moving his family member to another residence. This request was made due to claims that he was not being informed of any medical appointments or there outcomes, inadequate notice given for periodic reviews. In addition, allegedly several attempts to obtain medical records at no cost to himself were "ignored". Concerns alleging inadequate care, poor communication with provider and oversight were cited.

- Contacted central office legal department with several questions regarding consumer's history. Asked when individual was granted conservator status and if and when DDS had any contact with the individual. Also, if Conservator was denied records solely because he wanted them at no cost.
 - (i) May II- Central Office Legal determined Conservator was entitled to all medical records requested. D.D.S. currently in process of copying voluminous records.
 - Spoke with regional director who was aware of the individual and his concerns.
 - Spoke with Conservator gathered more information regarding his issues.
 - Regional director working with case manager supervisor and Conservator to resolve issues.
2. Mom contacted office concerned that case manager was unaware of many issues including new behaviors that had recently emerged during day program.
- Asked mom if she had recently spoken to case manager if case manager (CM) was aware and when and if CM had visited day program to check on and observe son. Was there anything that happened recently that may be causing these new behaviors?
 - Case manager and case manager supervisor made "short" visit to day program. Mom asked case manager if she could visit son during day program hours. Mom felt that since this was the first time that case manager and supervisor had visited program they would have observed longer than they did. Case manager supervisor told mom that because he was unfamiliar with son he did not want to make him feel uncomfortable.
 - Spoke to mom at length regarding day program and her thoughts about changing provider. At this time she agreed that she would continue with the same program but increase her contact with case manager.
3. Guardian contacted office regarding operation that his sister was due to have and his discouragement that many of the better acute rehabilitation centers had already refused to admit sister for various reasons. Spoke with surgeon's office and Yale medical center's discharge coordinator and DDS OBRA nurses to see if this was a common practice. Were the facilities discriminating based on other reasons?
- Sometimes rehab facilities do not take every referral for several reasons. Guardian found hospital that specializes in this consumer's acute rehab.
4. Spoke with consumer about his requests to move closer to family and friends. Consumer currently lives independently with supports from department. He had additional concerns and requests that we spoke about.
- Contacted region and asked if they were familiar with individual. Region was very familiar with consumer and concerns that he has lived current living situation. Region will send out case manager to make sure that there are no other issues.
 - Region working to find him department closer to family.
5. Followed up with region regarding billing problem that had been going on for quite a while. Sister was receiving bills from short-term nursing facility that her brother was staying in for acute rehab. Had spoken to billing office @SNF and region regarding this issue. Seems consumer did not have to his Social Security check forwarded and when it was not cashed within required period Social Security stopped payment. Called US Congressman office's Social Security liaison and told them that consumer's sister would be calling regarding this issue and that Social Security office had to reinstate his checks.

- Sister called office to say that everything had been resolved. Region called asking if sister issue was resolved. Thanks region for their prompt attention to this matter.

GCYD update:

- The Governor's Coalition for with Disabilities Scholarship (GCYD) will hold its 16th awards ceremony on May 20th, Old Judiciary Room, State Capitol This year, I am pleased to announce that one recipient will be an individual that receives services from the D.D.S. This person has plans on attending a community college to take courses that will better assist him in his goal to work in an office. He is currently working in an office setting and these courses will greatly enhance his work experience.

Governor Malloy has been invited, waiting for response from the Governor's office.

April 2011

Areas of Concern

○ Case Management -	8
○ Case Management Requests -	5
○ Day Program -	4
○ Eligibility -	5
○ Funding/Budget -	6
○ Guardianship -	4
○ Health & Safety -	3
○ HIPAA -	1
○ Information/Referral -	17
○ Placement -	4
○ Birth to 3-	-
○ School District services-	2
○ Autism-	2
○ ADA inquiries	-(not counted)

ISSUES/CONCERN TOTAL -61

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