

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



Terrence W. Macy, Ph. D
DDS Commissioner

Kathryn Dupree
Deputy Commissioner

DDS Council Monthly Report

July 2011

Meetings held and/or attended

- July 6th -CHRO, Special Meeting
- July 7th -Waterbury Office
- July 7th -West region, Regional Director
- July 7th -West, ARD- Individual & Family Supports
- July 7th -Central office Quality Improvement Director
- July 7th -West, Case Manager Supervisor
- July 8th -Central Office , Legal Department
- July 8th -West, Assistant Regional Director/families
- July 8th -Quality Improvement Director
- July 8th -Central Office Legal Department
- July 13th -South Assistant Regional Director
- July 13th -CO Psychiatrist/Eligibility
- July 18th -CO Legal Department
- July 21st -Governor's Coalition for Youth with Disabilities
- July 25th -Department of Mental Health and Addiction Services/Stamford
- July 25th -Audit Department
- July 26th -Operations Department
- July 26th -West. ARD- Individual & Family Supports
- July 27th -CO Facilities Director
- July 27th -EEOC Director
- July 28th -Central Office Quality Improvement, Inspector
- July 28th -Central office Quality Improvement, Director

Concerns\ Issues

- Asked by case manager supervisor if I could assist with current situation where Guardian has issues with both DDS and private provider. Both DDS and private provider have had long-standing issues with Guardian and his beliefs that care provided to consumer has been suspect.

Spoke to Guardian at length and continue to keep lines of communication open. When Guardian has an issue or problem he calls my office first and I direct call accordingly. This process works because I gather only the facts of the complaint; the Guardian has a habit of placing blame for issues without knowing everything that has been done medically or programmatically. I then contact region with issue and or concerns. This has limited the frequency of frivolous complaints by Guardian.

Spoke with OBRA nurse regarding current hospitalization and plan for discharge.

- Received a complaint by a relative, non-Guardian, regarding consumer who could have possible health issues due to allegedly living in unsanitary residence.
 - Contacted region who responded quickly to concern reported by individual that they knew. Both case manager supervisor and case manager visited home. Staff found that many of the allegations were unfounded however did replace some items in home.
 - Since VSP services have been in place staff has noticed a great improvement. Individual now attends day services regularly.
 - Since Consumer is about age 18 if health and safety is at risk P&A will be notified immediately.
- Guardian concerned that placement of consumer not appropriate considering current circumstances. Region has been involved with DSS, DHH, CMS, CM and OBRA nurse. CO has been working with DSS regarding placement using MFP.
- *Results back from QI inspector regarding complaint issued by LPN concerning possible abuse and neglect.*
 - Individual was at hospital for new fitting of a custom gate belt. What individual at hospital witnessed was a result of the new gate belt which will need additional training by staff to get used to. Consumer also has behavior that resulted in what hospital worker witnessed.

July 2011

Areas of Concern

○ Case Management -	11
○ Case Management Requests -	3
○ Day Program -	3
○ Eligibility -	5
○ Funding/Budget -	15
○ Guardianship -	5
○ Health & Safety -	4
○ HIPAA -	1
○ Information/Referral -	19
○ Placement -	5
○ Birth to 3-	0
○ School District services-	1
○ Autism-	3
○ ADA inquiries	(2) not counted

ISSUES/CONCERN TOTAL -75