

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO

iMBUDSPERSON

DEVELOPMENTAL SERVICES



Terrence W. Macy, Ph. D
DDS Commissioner

Council Monthly Report

August 2011

Meetings held and/or attended

- West region, Assistant Regional Director
- West, ARD- Individual & Family Supports
- Waterbury Office
- Central Office, Facility Director
- Central Office Quality Improvement Director
- West, Case Manager Supervisor
- Central Office , Legal Department
- Audit Department
- Commission on Human Rights and Opportunities, Commission Meeting
- Governor's Coalition for Youth, meeting
- West, Assistant Regional Director/families
- Central Office Legal Department
- South Assistant Regional Director
- Central Office, Budget Director
- Central Office Quality Improvement, Inspector
- Central office Quality Improvement, Director
- CO Psychiatrist/Eligibility
- CO Legal Department
- Central Office, Nursing Director
- North Region, OBRA nurse
- Governor's Coalition for Youth with Disabilities
- Department of Mental Health and Addiction Services
- Operations Department
- West. ARD- Individual & Family Supports
- CO Facilities Director
- EEOC Director
- West, Regional Director
- Waterbury Office

Concerns \ Issues

- Spoke with Guardian's of consumers who are concerned with current plan to move consumers from one wing to another.

All consumers' guardians involved in the move called office asking if I could speak with regional director to stop move.

- Met with Assistant Regional Director regarding reasons why individuals needed to move. Spoke with individual involved with move and case manager supervisor.

- After discussing and reviewing reasons for move I found that the region had cause to move individuals down one hallway. Region had contingency plans in place for individuals needing multiple supports. In addition, some staff would remain with consumers, a point made by guardians concerned with care. However, where staffing would be changed they would do so gradually.

- Spoke with all guardians involved. Most understood the need for the move however one Guardian remained very upset. Most guardians viewed the new unit while one out-of-state Guardian could not.

- In process of visiting consumers with head of facility.

- Mom called office concerned with behavior and attitude of son's CTH provider.

- Discussed situation with mom at length. Started receiving e-mails from mom several months ago and made region aware that issue was starting to escalate. Mom then wanted to move son to another placement but son liked area where he was living. Worked with mom to try to resolve specific issues she had with provider.

- Met with regional ARD, set up time to make conference call to DDS CTH Program Manager. After call we agreed that both CTH provider and mom had difficulty allowing one another to make decisions that consumer was very capable of making himself.

- After Call we agreed that DDS speak with the CTH provider and I would speak with mom. I suggested to mom that she meet with CTH provider and try to air out their differences.

Both CTH provider and mom need to allow son to make his own choices. Both had been guilty of making decisions for individual who is very capable of making his own (and wanting to make his own) decisions, within reason, without interference.

Son is now in process of trying to become his own Guardian and representative payee. Individual likes where he stays likes his friends and likes his independence.

Mom is now aware that many of the differences she had with CTH provider were miscommunications where her son had told her one thing and a CTH provider another.

- Dad called office regarding a one-time grant he received last year; he asked if he was eligible again this year. Put him in touch with his new case manager and she will apply for him again this year. Dad called office because he was calling a case manager that had retired and was not receiving any callbacks. I called region and put him in touch with new case manager.
- Mom contacted office regarding her conversation with protection and advocacy. Protection and advocacy referred her to me because they did not usually take DDS consumer complaints. Mom is not the Guardian, I have spoken with their numerous times and she knows that she cannot receive anything but General Information from my office. I told her that I would be happy to talk with her but only in general terms, which she already knew.

August 2011

Areas of Concern

○ Case Management -	9
○ Case Management Requests -	5
○ Day Program -	3
○ Eligibility -	3
○ Funding/Budget -	8
○ Guardianship -	6
○ Health & Safety -	4
○ HIPAA -	2
○ Information/Referral -	15
○ Placement -	4
○ Birth to 3-	0
○ School District services-	1
○ Autism-	1
○ ADA inquiries	(1) not counted

August 22-29 vacation.

ISSUES/CONCERN TOTAL -61

DEPARTMENT OF DEVELOPMENTAL SERVICES
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