

# STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



## DDS Council Monthly Report

March 2009

### Meetings held and/or attended

- March 2<sup>nd</sup> - Met with Director of Quality Assurance
- March 2<sup>nd</sup> -Inspector's Meeting
- March 5<sup>th</sup> -Met with CO Director of EEO
- March 9<sup>th</sup> -Operations Meeting
- March 9<sup>th</sup> -Met with Director of Medicaid Operations
- March 10<sup>th</sup> -Met with CO Utilization Nurse
- March 11<sup>th</sup> -CHRO Meeting
- March 12<sup>th</sup> -DDS Council Meeting
- March 16<sup>th</sup> -Met with CO Utilization Nurse
- March 19<sup>th</sup> -GCYD Scholarship selection
- March 19<sup>th</sup> -Met with CO Utilization Nurse
- March 30<sup>th</sup> -CHRO Teleconference
- March 31<sup>st</sup> -CO Utilization Nurse

### Concerns\ Issues

- Parent called office upset with DDS CM. CM allegedly disclosed information to the ex-husband regarding specific amount of grant money her child received. She claimed that she specifically asked the CM not to bring this issue up in front of her ex-husband because she worried he would discontinue his meager financial support. Parent asked if she could change CM because she could no longer trust her to advocate in the best interest of her child. I informed her it was her prerogative to request a change, but to be aware that due to the large CM caseloads and the unique fiscal issue she would most likely be placed on a waiting list for Case Management Services.
- Guardian contacted CO requesting additional information as to why a 24/7 Group Home placement was never met for her brother, when requests were made. Four group homes had evaluated his needs, but unfortunately none of them were able to provide care due to his complex medical issues. Overall, the DDS service system offer a broad array of supports to people, but a higher level of skilled nursing care is generally the purview of nursing homes and not often found in group homes.
- Office received a call from a parent seeking information pertaining to rules, regulations or laws that allow a Town to deny and/or provide access to a Unisex Changing Room at the Town's Pool. Parent stated that when his daughter was younger he was allowed to change her in the men's/women's bathroom, but as she got older people began to complain saying that it was not allowed or in some cases inappropriate. I contacted the ADA Technical Assistance Center for New England for an opinion. They stated that a Town could deny this reasonable accommodation; there are only guidelines to follow. I spoke to the dad and recommended that he attend a Town Meeting to discuss a reasonable accommodation. The Town could allow for access during specific times and days, etc. They just need to be educated as to the exclusion and how this can be perceived as discriminatory to individuals with disabilities. Dad stated that

he would attend the next Town Meeting and will ask to use the changing room during mutual agreeable times. In addition, I inquired whether the child's gender would have made a difference in their rules. He stated he would call me after he meets with Town Officials.

- Two consumers who are their own guardians, called Office to complain about how restrictive their private provider was and asked me if I would look into why they could not participate in certain activities. Consumers also wanted to change Fiscal Intermediary and terminate all services with private provider. I suggested they re-think their decision, because once they cancel any services they would have a long wait before they acquire those services again. I recommended they speak with the private provider and discuss the specific reasons why these activities were prohibited. Mom also called to ask me what I had advised sons as they did not explain it to her in detail, since they are their own guardian, I asked Mom to call me the next time she was visiting them (she visits often to assist them) so I could get permission from them to speak with her. She understood the confidentiality issue and thanked me for advising them not to make any rash decisions
- Office received a call from a NY Social Worker (aunt) of a DDS consumer who needed placement and case management services. Explained the eligibility process and case management services. She was thankful for information and asked if I could speak with mother of consumer regarding DDS services.
- Individual who is a friend and neighbor of a DDS consumer currently residing in a Skilled Nursing Facility called the Office to complain that she is not receiving any information regarding this individual and feels the Department is not doing enough for him and purposely keeping her in the dark. I explained the confidentiality laws to her to which she stated that it is all she hears and wants to know who she can contact to "correct this smokescreen". Spoke with region, which contacted her to inform her that The Office of Protection and Advocacy was asked to become involved. P&A will be providing advocacy for the consumer.

#### Skilled Nursing Facility visits (see attached SNF Report)

Visited and spoke with four consumers at Brook Hollow Healthcare Center in Wallingford - South Region.

One consumer had been recently placed, uses vent and is very medically involved. Visited specifically because I had received many calls & e-mails from family requesting placement, individual had been living at home.

Visited an OBRA registrant with progressive illness. Individual has limited verbal skills. I am working with Protection and Advocacy and CM to try and find a communicative device to use. Spoke with P&A Advocate about using NEAT Marketplace for an evaluation of different assistive communicative technology devices.

Visited two elderly consumers who have resided at facility for more than 15 years each. Both consumers receive quarterly Case Management visits. All files and charts were in order. Observed that they seem content with the staff that were assisting them with lunch.

Social worker had older MI/MR Pre-admission screening sheets (filled out by Nursing Home) for two individuals at facility who were not receiving any services from DDS. Reviewed with CO Utilization Nurse who questioned their diagnoses of MR and will look into it further.

- Reviewed with CO Utilization Nurse all consumers that she had visited during the past month. Any consumers that I received inquiries about were prioritized and discussed with the Nurse. I meet with Nurse on a regular basis to discuss all consumers residing in Nursing homes.

March 2009

*Areas of Concern*

- Case Management - 5
- Day Program -- 4
- Dental- 1
- Eligibility - 5
- Funding/Budget -- 2
- Guardianship -- 2
- Health & Safety - 1
- Information/Referral - 22
- Placement - 5
- Respite - 2
- SNF's -- 9

ISSUES/CONCERN TOTAL -- 58