

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



DDS Council Monthly Report

November 2009

Meetings held and/or attended

- o November 5th - Met with CO Utilization Nurse
- o November 5th - Review CHRO housing complaint
- o November 6th - CO Quality Improvement Director
- o November 6th - Inspectors
- o November 8th - GCYD Scholarship meeting
- o November 8th - DDS Council Meeting
- o November 10th - Met with CO Utilization Nurse
- o November 14th - CHRO Meeting
- o November 15th - CO Utilization Nurse
- o November 15th - CO Budget/Waiver Department
- o November 16th - CO QI Director
- o November 21th - CO Utilization Nurse
- o November 22th - Eligibility Director/HIPAA
- o November 28th - P&A report
- o November 29th - Met with Budget/Waiver Department

Concerns \ Issues

- Guardian contacted office regarding a denial for a specific grant. Consumer had finally organized a change that would allow him to live independently. Family was ecstatic that everything had moved so smoothly. However, a denial for a specific service was unpredicted and now could cause a major problem to this move. After meeting with budget & Medicaid, called Regional Director who stated that the PRAT declined the grant because individual was not on waiver and request on information form was unclear. Case manager included specific information and request for Grant was approved. Individual moved into apartment November 1.
- Individual call Office because mother told him that maybe I could help him. Consumer lives in private CLA, and does not like the way staff speaks to him- especially when they bring up things that are confidential. Asked individual if they had spoken to case manager regarding this situation and they answered yes but nothing had happened. Contacted Protection & Advocacy to file a report.
Landlord contacted Office because a D.D.S. consumer had been placed by a provider and complained that they should be responsible for any damage for unpaid rent that consumer had been responsible for. Contacted assistant regional director who stated that this was the first they were hearing of this. They were going to contact resource manager and get back to me with an answer to my inquiry. After researching this issue it was found that *people who receive the Community-Based Housing Program rent subsidy are required to have a lease. Leases are between the consumer and the landlord. Occasionally, a private agency may co-sign a lease but that is not the case in this*

situation. The DDS Community-Based Housing Program regulations prohibit employees of the State of Connecticut to sign or co-sign leases.

Region stated that the landlord would be receiving a check for damages and unpaid rent. After speaking with CO legal I contacted landlord and told him (noting HIPAA regulations) that compensation for damages and rent would be made by provider.

- Mom called office stating that she has not heard anything regarding when a case manager would be assigned. ...As of July 1st DDS is no longer able to assign case managers to those individuals who are not enrolled in fee-for-service Medicaid. According to our computer database, your son is enrolled in a managed care. Individuals, such as your son, who were assigned a case manager prior to July 1, 2009 and who are not enrolled in fee-for-service Medicaid, no longer have DDS Case Management services and are not eligible to have one assigned

DDS is in the process of sending information to individuals/families that no longer have case management services regarding the process they can go through to access DDS family support services. A brochure has been developed describing the new Individual and Family Support Helpline and the number to call in order to request DDS family support services.

Additionally, you can speak with the Individual & Family Support secretary in the Newington office about the type of supports you are requesting. She will enter your request into the regional database. Your request will be reviewed by the Resource Team Manager and will be referred to the appropriate Individual & Family Support staff for follow up.

Areas of Concern

- Case Management - 6
- Day Program - 4
- Eligibility - 5
- Funding/Budget - 4
- Information/Referral - 21
- Placement - 5
- Respite - 3
- Health & Safety - 2
- SNF's - 5

ISSUES/CONCERN TOTAL- 55