

Operations Center Memo FY2026-14

To: DDS Qualified Providers

From: Sean Bannon, Operations Center Director

CC: Jordan Scheff, Commissioner, Elisa Velardo, Deputy Commissioner, Katie Rock-Burns, Chief of Staff, Nicholas Jerard, CFO, Regional Directors, Private ARDs, Resource Administrators, The Alliance, The ARC CT

Date: December 5, 2025

Re: Provider Assistance

DDS continues to work on strengthening our qualified provider community to meet the growing demand for waived services. Maintaining high standards while expanding the qualified provider network benefits individuals through increased choice of provider, service and location.

To ensure that DDS has quality new providers, there are times when new applicant agencies may need assistance from current providers who are willing to help support them through the application process. In addition, current Qualified Providers may look to expand their menu of DDS services, while benefiting from a more experienced provider with real world experience.

DDS often has these providers reach out to the Qualified Providers list on our website for mentoring opportunities. However, "cold calling" agencies without knowing who to contact, or knowing if they are willing or able to assist is inefficient and not always successful.

If you/your agency is willing to help out other providers in need of assistance, please send an email to DDS.OperationCenter@ct.gov with your agency name, contact information for whom the new provider should reach out to, and please list any geographic areas, service types or administrative areas that you would be willing to assist with.

We are trying to have this resource available as soon as possible, however, you may add (or remove) your agency from this list at any time.

In order to ensure the best outcomes, DDS will consider adding providers who have at least 3 years of DDS experience and that have not been on Enhanced Monitoring or had significant quality concerns in the past year.

Please reach out to DDS.OperationCenter@ct.gov with any questions.

