



Dannel P. Malloy
GOVERNOR

Morna A. Murray PHD
DDS Commissioner

DDS Council Monthly Report

June 2016

Meetings held and/or attended

- June 2nd -North Region , Assistance Regional Director
- June 3rd -CO, Quality Improvement Director
- June 6rd -South, Assistance Regional Director
- June 6th -South, Regional Directors
- June 7rd -West Region, Assistant Regional Director (Private)
- June 8rd -Department of Mental Health and Addiction Services
- June 8th -CO, Legal Department
- June 9th -Central office Eligibility Director
- June 10th -Central Office, Psychiatrist
- June 10th -Central office Quality Improvement Director
- June 13th -South, Clinical Social Worker
- June 14th -Yale Hospital, eligibility
- June 14th -Eligibility Department
- June 15th -Director, Eligibility Department
- June 15th -West Region, ARD (Private)
- June 16th -Abuse/Neglect Division
- June 16th -DCF, Ombudsman
- June 17th -North, Regional Director
- June 17th -South, Regional Director
- June 21th -North, Regional Director
- June 21th -North, Case Manager Supervisor
- June 22^h -Managed Care Ombudsman Office
- June 22^h -Consumer Advocate, ABD
- June 23th -DDS family/Guardian requesting interpretation services
- June 23th -National Council on Disability (NCD)
- June 23th -West region, ARD (Private)
- June 24th -South, ARD (Public)
- June 24th -Communications Department -
- June 27th -West. ARD individual family support
- June 27th -Central Office, Legal
- June 28th -Quality Improvement Director,
- June 29th Quality Improvement Supervisor
- June 30rd -Hartford PHD Students, Interview
- June 30st -North, Regional Director

Concerns\ Issues

- ◆ Mom/Guardian contacted office regarding issues she and her husband were having with private provider and the house manager of residence her child was currently residing in.
 - Many things that mom told me to not add up and I contacted the Regional Director to ask for clarification. RD stated that yes this was an unusual case and that they were doing everything they could to resolve the issue.
 - CO, legal Department was involved and was working with a Judge to provide mediation to resolve issue.
 - Received an e-mail from region and CO with dates that Judge could meet with both family and provider.

- ◆ Mom called office requesting certain changes to her son's placement and complaining about issues that are allegedly currently occurring.

I asked mom if she was the Guardian. She said that it is currently in court and she had been waiting for a decision for months. She stated that currently her ex-husband is the Guardian but at one time she was the Guardian. I inquired why she was not still the Guardian.

She stated that she had left the country for a year and while she was gone "her ex-husband somehow became Guardian". I stated that why did she think after a year she would still be Guardian? She responded that she thought once she was Guardian she would always be Guardian.

She went on to complain about specific things that were happening and I told her that I could only speak in generalities due to the confidentiality issues.

I told her to check with the court to see when her next court date was and to call me back when she did establish guardianship.

Mom needed translating services so I called the Language Line and requested an interpreter for language mom requested. Language Line did an excellent job and was much quicker than then I had previously encountered when I had used them in the past.

Mom called back again with no new information and tried to begin the same conversation all over again. I maintained that these specific questions could not be answered until she became Guardian. I do not believe she understood the whole confidentiality issue until now.

I reiterated that I would be happy to speak with her about her concerns when she became Guardian or co-Guardian.

- ◆ Mom/Guardian contacted office regarding issues she was having with provider over signing medication change forms.

Mom is elderly >85 and has a hard time meeting with team and daughter because she does not drive. Family is not supportive, according to mom, and she is solely responsible for all decisions. However, mom does talk to her family or sisters and they usually question why DDS is requesting changes for specific medications and usually advise mom not to sign. This advice is causing exacerbated behaviors that could otherwise be avoided.

Spoke with mom at length and told her that DDS is only requesting what is best for daughter and she should not fear changes that are being made. I could tell she felt relieved and wanted to do with DDS wanted but also wanted to appease family.

Contacted the region and spoke with the ARD . Told them of my take on the situation and asked if the case manager or team could meet with mom and go over things with her in greater detail so she knows exactly what she is doing and why.

Team will be meeting with mom to go over changes in greater detail.

- ◆ Professor, Physical Therapy Instructor, at the University of Hartford called to ask if I would meet with some of her graduate physical therapy students again this year. Students are doing doctoral work and are taking a disability and advocacy class. Also, asked if I would speak to her class later in the summer, topic; advocating for people with disabilities.
 - Met with two P.H.D. Physical Therapy students. Gave them background on mandated reporting, ADA, assistive technology, reasonable accommodations and respectful language. Also, gave them brief history of DDS and services that department provides.
 - Lecture will consist of DDS Ombudsman job duties, advocacy for persons with disabilities and what state agencies provide for persons with disabilities and what a mandated reporter is responsible for doing when they suspect abuse/neglect.

June 20116

Areas of Concern

○ Case Management -	7
○ Case Management Requests -	4
○ Day Program –	5
○ Eligibility -	4
○ Funding/Budget -	6
○ Guardianship –	4
○ Health & Safety –	1
○ HIPAA -	1
○ Information/Referral –	25
○ Placement –	4
○ Birth to 3-	1
○ School District services-	1
○ Autism-	2

ISSUES/CONCERN TOTAL –65