

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



for Developmental Services



Dannel P. Malloy
Governor

Jordan Scheff
Commissioner

DDS Council Monthly Report

December 2017

Personnel contacted

Regional Directors, Assistant Regional Directors, Case Manager Supervisors, Case Managers, Quality Management Director, QI Supervisors, Abuse/Neglect Director and/or liaisons and Division heads if I needed specific additional info regarding the issues and concerns of individuals who contacted my office.

In addition, I spoke with other contacts at agencies eg. DCF, Public Health, DSS and the Client Rights and Grievance Specialist, Office of the Commissioner DMHAS.

New England ADA Center, Director of ADA Training and Assistance

Council on Developmental Disabilities

DORS CDHI met regarding interpreters.

Department of Mental Health and Addiction Services, Client Rights and Grievance Specialist

Quarterly Private Provider Meeting

Meeting with members of Deaf community to go over issues

Met with Training department to go over ADA PowerPoint presentation

Met with University of Hartford, Doctoral PT students.

Meeting with members of Deaf and Hard of Hearing community

- ADA Video Presentation Completed
- ADA Notices Placed in DDS Public Areas
- ADA Legal Notices published in Hartford Courant
- Distributed DVDs of ADA video presentation to private providers
- DDS ADA Training Video linked to YouTube

- ❖ Attended Leadership Meeting in Waterbury to show ADA Training Video to Private Providers and Staff and answered any questions they may have regarding the content of the video.
- ❖ Attended ADACC (ADA) Conference in Newington

Spoke to University of Hartford Doctoral Physical Therapy students.
 Topics included: abuse/neglect, first-person language, ADA, nursing homes, Short-term nursing facilities/SNFs, accessibility needs , different types of assistive technology, durable medical equipment available to individuals and needed by supported by DDS and Q & A.

Concerns\ Issues

- Contacted mom who wanted to file a ADA grievance with the livery service that is responsible for taking her child to school. She complained that they are always late and that is when or if they remember to pick her up at all. She states that this is only the beginning of the problem. After she arrives late for school her homeroom teacher chastises her. Mom contends that the district Superintendent, Principal, Special Education Director and especially the teacher are all indifferent to her having to wait sometimes a couple hours to be picked up.

I asked mom that name of the transportation service and asked if she had spoken to anyone higher than the dispatcher. I then volunteered to call them an offer my assistance but mom told me she has spoken to both the superintendent and supervisor at the transportation company. She is fed up and does not want to speak with anyone again she just wants to file a grievance with the DOJ.

I told mom that it may be a very simple problem they could be easily rectified by asking the company if both she and her daughter go to the company and ask if they can do a dry run with one of the vehicle operators. I told her the drivers may not be comfortable with either her chair or the way it straps into the vehicle and maybe her showing them the correct way would help. After calming down a bit she stated, after several of my questions, that her child stated they always had a problem with doing that. She told me she would try that and if it didn't work she was going to call me back and file a grievance.

I told her I would be happy to assist her but try to work with the school and the transportation company first.

- Responded to brother/Guardian who had questions regarding dental care and medication prescribed. Spoke with Director who has had a long history with both Guardian and individual who receives DDS services. Also, contacted the DDS Dental Coordinator and asked her if she had any experience with this individual and the procedures for sedating this individual for routine cleanings. She told me that she was very familiar with the individual and that is why the policy they have now is in place.

After some back and forth with the Guardian and speaking with the Director it was determined that the Director would once again call the Guardian and try to work out some of the issues the Guardian stated he was questioning about the dental care that was being provided to his brother .
- Provided the mandated ADA Training to the West Region during their Leadership meeting. Answered questions During Q & A.

- Contacted staff and providers who have not completed the DDS mandated ADA training by the deadline date. The Department of Justice will be sent a report from DDS showing that all staff and private providers have completed the required training by DDS. Granted extensions of one week to providers who could not complete the training by the due date.
- Placed a hyperlink of the DDS mandated ADA training on the DDS ADA page. This link will connect to YouTube. Many individuals have not been able to view the training because of their company's policies, filters or firewalls installed by their IT department. YouTube provides another way that employees can view the training.

There are many providers who are medical professionals who could not view the video from DDS's hyperlink. YouTube provides an efficient way to view the training.

- Provided video presentations of the ADA training to central office staff.

December 2017

Areas of Concern

○ Case Management -	5
○ Case Management Requests -	3
○ Day Program –	3
○ Eligibility -	3
○ Funding/Budget -	5
○ Guardianship –	5
○ Health & Safety –	2
○ HIPAA -	
○ Information/Referral –	38
○ Placement –	3
○ Birth to 3-	-
○ School District services-	-
○ Autism-	2
○ Mental Health Issues	2
○ ADA	35

ISSUES/CONCERN TOTAL –106