



for Developmental Services



Dannel P. Malloy
GOVERNOR

Jordan A. Scheff
DDS Commissioner

DDS Council Monthly Report

March 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

Concerns \ Issues

- Received call from the hospital regarding consumer who is in the emergency room. Contacted region who stated that they have offered mom in-home supports but mom has refused them. Mom wants in-home placement and nothing else. Contacted mom told her that at this time the region was doing everything they could to provide appropriate in-home supports and that a placement at this time could not be made.

Received another call from hospital helpline and told him that I had spoken with region and that the region would be contacting mom again.

Mom is still refusing in-home supports. Region is doing everything they can to provide individual with DDS supports. Told mom that she could try working with DCF to receive support she wants. She told me that DDS was the only agency that had returned her call.

- Met with DORS counselor to go over issues that would be on the forefront of DDS implementation of Title II of the ADA.

- Met with CO Training to go over draft of ADA presentation. This training will be circulated to regions and private providers. Talked about best way to disseminate.
- Met with region and abuse/neglect division regarding what could be said to Guardian who is involved in possible abuse neglect with DDS individual.
- Mom called office to see if I can help expedite the change in placement for her child. Mom is also the Guardian and worries that the current placement has not done enough to prevent him from "eloping". This has become a habit even though staff has a line of sight with him. Contacted region who stated that they are looking into possible placements but they are having trouble finding a suitable provider that can meet the needs of this individual.
- Parent called office to ask if I can help them with your revocable trusts. Contacted legal who stated that this is not something they usually work with with parents.

Contacted Assistant Attorney Gen. from Attorney Gen.'s office, who I know, and they gave me information that I could give to parent.

- Mom called office seeking placement and information for her severely autistic child. Due to her age and lack of eligibility there was little that I could assist her with other than pointing her in the right directions. She stated that she had submitted paperwork for eligibility and was waiting for DDS's reply. Mom was under the impression that once eligibility was granted a placement would soon follow. Told mom how to receive community services in the meantime and what to request from school district since she was going to school. Mom understood and stated that school had given her my name and told her that I would be able to get her placement with DDS.
- Spoke with region about lack of interpreters for DDS individuals residing in public and private placements. They told me they were aware of this situation you were doing their best to provide the most effective ways to communicate with these individuals.

On a positive note Northwest Community College is providing courses for American Sign Language (ASL) and DDS has just hired two graduates that sign to work as direct care workers.

➤ Last month, there was an inordinate amount of calls regarding Guardianship. I do not know whether this will become a trend or the reasons why. However, as with all concerns I will monitor.

- This month issues regarding guardianship have tailed off significantly. Do not know the exact reason why, could be Guardianship was mentioned at one of the advocacy meetings and it snowballed from there just one assumption.

March 2017

Areas of Concern

○ Case Management -	7
○ Case Management Requests -	3
○ Day Program –	4
○ Eligibility -	3
○ Funding/Budget -	6
○ Guardianship –	3
○ (Health & Safety –	1
○ HIPAA -	-
○ Information/Referral –	19
○ Placement –	3
○ Birth to 3-	-
○ School District services-	-
○ Autism-	2
○ Mental Health Issues	2
○ ADA	10

ISSUES/CONCERN TOTAL – 63