

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



for Developmental Services



Dannel P. Malloy
GOVERNOR

Jordan A. Scheff
DDS Commissioner

DDS Council Monthly Report

May 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

Concerns \ Issues

- Continue to assist mom with out-of-state placement. Needs to contact out-of-state Social Security after son's move is made back to his previous in state residence also discussed documents that needed to be signed for release of information. Reminded mom that even though he is moving from one provider to another she needs to maintain relationship with current provider by signing specific documents so that they can continue to be paid by SSA. Needs to set up meeting with out-of-state SSA make sure there is no delay in payment when placement is made.

DDS and mom working well together gathering specific information for a seamless transition to out-of-state provider.

- Met with two Doctoral Physical Therapy candidates from University of Hartford to discuss my role as Ombudsman and ADA Compliance Coordinator. They asked to interview me and asked questions about advocacy and assistive technology.

This has become an annual meeting/interview with the University of Hartford Physical Therapy Department.

- Held meeting with members of Deaf community. Discussed many issues they had with DDS. Told them that while the DOJ had judged that we were not in compliance with the ADA for an individual with whom we serve, the agreement that was entered into with the DOJ was "voluntarily". The agreement will mandate that DDS have a ADA Compliance Coordinator.

As DDS's ADA Compliance Coordinator I communicated that I will serve all DDS individuals, including the Deaf and Hard of Hearing.

We also discussed staffing for Deaf and Hard of Hearing and what other states are doing to provide this support.

- Private providers are e-mailing my office asking when ADA training will begin. Responding to these requests by sending e-mails stating that we are in the process of completing the ADA presentation and will contact them when the trainings will begin.
- Completed the audio for the DDS ADA PowerPoint Presentation for staff and private providers. Will review, edit and finish full presentation by August.
- Received call from individual with severe OCD, ADHD etc. When I determined that this person was not a individual we serve and not looking to become eligible I referred him to the DHMAS, Client Grievance Coordinator.
- Received call from mom questioning expenses paid by son to private provider. Mom stated that this was the first time son had been charged for these services and asked if I could look into and see if they were billed fraudulently.

Directed this issue to the regional investigator.

May 2017

Areas of Concern

○ Case Management -	6
○ Case Management Requests -	4
○ Day Program –	3
○ Eligibility -	3
○ Funding/Budget -	4
○ Guardianship –	3
○ Health & Safety –	1
○ HIPAA -	-
○ Information/Referral –	20
○ Placement –	4
○ Birth to 3-	-
○ School District services-	-
○ Autism-	2
○ Mental Health Issues	2
○ ADA	6

ISSUES/CONCERN TOTAL – 58