

*STATE OF CONNECTICUT*

EDWARD R. MAMBRUNO



for Developmental Services



**Dannel P. Malloy**  
*Governor*

**Jordan Scheff**  
*Commissioner*

*DDS Council Monthly Report*

**January 2018**

**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

- Initial call came into Commissioner's office from a social worker from one of the big insurance companies. They inquired about an elderly individual who lived alone and recently had a fall requiring hospitalization. The Social worker inquired about how DDS was assisting this individual since they were now having trouble ambulating. Individual told social worker that at one time was supported by DDS and was employed through a private provider.

Since the call came in two days before the predicted blizzard I wanted to make sure that this individual was prepared (food, flashlight, cell phone, family) should they need to live without electricity for a period of time and if he had anyone who could check on him due to his ambulatory problems.

I called and spoke with this individual who at one time was receiving services but now did not have a case manager or any services. Told him I would contact someone and see if we can get his eligibility reinstated. He then went on to tell me that he used an old walker and had fallen three times before he was hospitalized. I asked him if he was prepared for the upcoming storm and he told me that his sister would bring him food from time to time. I asked if there was someone who could either stay with him or look in on him. He told me that they were older and do not drive in the snow. I told him I would get back to him after making a few calls.

Contacted the Help Desk case manager and asked if they could find someone to go out and evaluate this individual before the storm. I told them that I understood that this was short notice but this was a dire situation in which no one knew of his situation until the hospital and social worker began to evaluate him for discharge.

Since individual is now inactive, Helpdesk will need to go through procedure of reenacting his eligibility. Individual stated that he will not leave his home and asked if there was any way they could provide in home supports.

Currently, the case manager for Helpdesk is going through reinstatement of eligibility for this individual.

- Reviewing DDS regions and other offices to make sure they have TTYs and/or other assisted Telephonic phone services.

Ordered three TTYs for region. Doing review of Telecommunication Device needs for all of DDS.

- Working with Deputy Commissioner's Executive Sec. to track all providers who have completed mandated training. E-mails as well as follow-up e-mails are being sent to providers who are not in compliance. Reminders being sent to providers until we have achieved full compliance.
- Trained QM staff to use Dragon Dictate. As part of my ADA duties showed individual how to best use Dragon Dictate, a proprietary speech recognition software program. This speech recognition software is extremely helpful for people who have difficulty typing at speed or has injuries which will prevent them from using a keyboard to type. This program can also be used for input into forms eliminating handwritten input which sometimes can be difficult to read.
- Received call from mom/Guardian who was upset that her son had not received his medication going on one month. Mom had called everyone she could and when I received a call from the case manager I was able to finally conclude what individual needed corrected. Mom had a very difficult time explaining the situation which made for further confusion to all those involved. Contacted the case manager who told me that she had tried speaking with someone in the Medicaid unit but could never get a hold of the right person or was told they were working on it. I began working with the Deputy Commissioner Executive Sec. to find someone at DSS in the Medicaid unit to speak with about this individual. DSS was missing information from individual once information was received Medicaid was reinstated. Case manager called the next day and told me that individual was able to refill his medication.
- Received call from case manager regarding the concerns they had with the ADA and reasonable accommodations under Title III, Public Accommodations and Commercial Facilities also known as private businesses. DDS allows up to \$400 per year of an individual budget to be used to reimburse for staff expenses while utilizing community resources. These funds could be used to reimburse for a single ticket/expense or a membership or pass that is not person-specific. I was asked if a movie theater is required under the ADA, to allow free entry for a support person if they are assisting an individual with a disability. While many movie theaters do allow staff to enter for no cost if accompanying an individual with a disability they are under no legal obligation to do so for gratis. The case manager suggested that an individual's ISA budget should cover staff costs under community activity fees for staff. I suggested that before they assume a cost or no cost to call first and explain the situation. This way you can ask to speak with a manager who would know what the movie theaters policy is and not be in the position where you are surprising someone with this question for the first time. Usually, movie theaters are very appreciative of the heads up, you are not slowing the line down, and are more than happy to allow entry to the support person. However, this does not work 100% of the time so please take that into account. Some blockbuster movies are exempt from special packages e.g. yearly ticketholder, therefore entry to these movies could be the exemption.

*January 2018*

*Areas of Concern*

○ Case Management -	4
○ Case Management Requests -	2
○ Day Program –	4
○ Eligibility -	3
○ Funding/Budget -	5
○ Guardianship –	3
○ Health & Safety –	1
○ HIPAA -	
○ Information/Referral –	28
○ Placement –	31
○ Birth to 3-	-
○ School District services-	-
○ Autism-	1
○ Mental Health Issues	4
○ ADA	27

ISSUES/CONCERN TOTAL –85

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