

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



for Developmental Services

DDS Council Monthly Report



Dannel P. Malloy
Governor

Jordan Scheff
Commissioner

October 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.

MEETINGS

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

- Communication Meeting DDS CO
- ADA Video Presentation Completed
- ADA Notices Placed in DDS Public Areas
- ADA Legal Notices published in Hartford Courant
- a will and Distributed DVDs of ADA video presentation to private providers

- DDS ADA Training Video linked to YouTube
 - DDS at 100% compliance for ADA Training Video
- ❖ 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
 - ❖ Met with Department of Mental Health and Addiction Services, Client Rights and Grievance Specialist, Title II ADA Coordinator to go over handicapped parking standards
 - ❖ Served on interview panel for selection of Director position in region.

Concerns \ Issues

DDS Issues

- Legislator called office seeking information on a constituent who they believe would be better served by a Spanish-speaking case manager. Legislator also had questions regarding services and supports that this individual had requested and as of this moment has not received them. Legislator proposed several possible scenarios for the lack of services which I immediately refuted in detail. Legislator had been made aware of several reasons for delay by region.

Contacted Region and spoke with case manager supervisor and ARD regarding this family and was assured that what was suggested by legislator had not taken place and they were doing their best to serve this family. Said that they would look into the Spanish-speaking case manager however, they (region) thought already they had a Spanish-speaking case manager.

This inquiry had been referred to CO legislative liaison back in the summer and they had been working with region to resolve.

- Connecticut Legal Services is looking to hear from people with medical transportation issues. Please post the attached flyers and share them with your colleagues. (See flyers attached)

- Assisted mom who had a complaint that the school district paraprofessional was not performing duties that she should have been per PPT and ADA, school stated that behaviors prevented her son from engaging with peers and required him to be placed in other classrooms more specific to his needs.

Suggested that mom contact the Connecticut Behavioral Health Center and speak to a doctor about performing a Functional Behavioral Assessment (FBA)* for her child.

* FUNCTIONAL BEHAVIORAL ASSESSMENT (FBA) As required by IDEA - (Pertains to educational law in the United States) Introduction. Functional behavioral assessment (FBA) is a variation on procedures originally developed to ascertain the purpose or reason for behaviors displayed by individuals with severe cognitive or communication disabilities (e.g., individuals with mental retardation or autism).

ADA Issues

- Pursuant to the agreement reached with DOJ, DDS is required to have a list of interpreters and auxiliary aids to ensure effective communication. We need to ensure that list is available to case managers and accessible as events arise and that there is a clear “easy” process for the business office to approve any cost involved to avoid any delay or failure to provide these services.

Received an inquiry from the region as to how they would go about hiring an interpreter and how could they know they were hiring interpreters that were on the state vendor list.

Called DORS who e-mailed me over a list of the recent approved vendor list of interpreters for 2018 – 2019.

- Received call from apartment building in rural town asking if they could make two more handicapped parking spaces for vans available to their residents. Since I am the ADA Coordinator for DDS and not the State ADA Coordinator I told him that I would refer this question onto them. However, since this is a black and white answer and there is no need for interpretation, I told him that since they were well within their allocation for handicapped parking spaces for vans that they could make that change. I did have them e-mail DAS and copy me on their question regarding these spaces.

Spoke with DAS about future questions coming to me and how to handle the e-mail chain.

- Received a call from a reporter requesting an interview about legitimate disabled parking placards being used for illegitimate purposes at a venue in a large Connecticut city.

Contacted Chief of Staff/Legal Counsel for DAS. We both concurred that this was a legal issue to be handled by the city police department. The reporter was calling DDS for a comment because we are one of the largest agencies serving individuals with disabilities.

Using ADA placards to park close to the entrance of events with limited parking or parking that charges has been an ongoing issue for some time. There will always be people trying to use these placards for closer access to the entrance since they are easy to remove and place in different vehicles. Handicapped license plates are one way to prevent the portability however, nothing is completely preventable.

- Spoke with ADA Coordinators of the 460 complex regarding the change in shuttle service pickups and the change in location. Many individuals do not like where the pickup has been moved to and the ADA coordinators for the complex met to discuss whether this was the best interest of the employees.

The ADA coordinators are still waiting for information to be submitted by the complex and DAS.

October 2018

Areas of Concern

○ Case Management -	3
○ Case Management Requests -	3
○ Day Program –	4
○ Eligibility -	3
○ Funding/Budget -	6
○ Guardianship –	3
○ Health & Safety –	1
○ HIPAA -	1
○ Information/Referral –	27
○ Placement –	4
○ Birth to 3-	-
○ School District services-	2
○ Autism-	2
○ Mental Health Issues	2
○ ADA	19
NON-DDS Referrals	17
ADA, compliance, insurance, disability, housing,	-21

ISSUES/CONCERN TOTAL –97

DEPARTMENT OF DEVELOPMENTAL SERVICES

OFFICE OF THE OMBUDSPERSON

460 CAPITOL AVENUE HARTFORD, CONNECTICUT 06106

PHONE: VOICE 860.418.6047 TDD: 860.418.6079 TOLL FREE: 866.737.0331 FAX: 860.418.8707