

*STATE OF CONNECTICUT OR*

EDWARD R. MAMBRUNO



for Developmental Services

*DDS Council Monthly Report*



**Ned Lamont**  
*Governor*

**Jordan Scheff**  
*Commissioner*

*March 2019*

**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 Service sure that s, 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.
- ❖ Attended March 16<sup>th</sup> Disability Summit at Mohegan Sun. Dropped into DDS Individual and Family support table as well as CCH informational booth.



- Met with Deaf and Hard of Hearing Community at the Legislative Office Building. Answered inquiries into specific DDS questions.

## *Concerns | Issues*

- I was asked for my input of a Day Program that was not up to ADA code and give suggestions on how this could be resolved. First off, both entries were not accessible. The bathroom was very small with no room for a wheelchair or walker thereby making it inaccessible. Most activities took place on second floor making activities inaccessible.

Individual who was attending day program had been asked to leave a second wheelchair at the day program to help when they tire from using their walker. This is not acceptable. If they want an individual to have another wheelchair at the facility, they should provide it for them. In addition, another reason for wanting an additional wheelchair was the amount of space it took up in the vehicle that transported individuals to the day program.

The back entry they were using for entrance was where the loading dock was located. In order to enter through this way into the building they had to navigate over metal grates. If someone was using a walker or cane this could become very dangerous especially during the winter when the grates ice over in addition to the possibility of the walker, cane etc. getting stuck in the grate.

The day program location was determined to be out of compliance and after this year when the lease was up a new facility would be required,.

- Met with an individual who receives DDS services. Individual had questions regarding policies and procedures of DDS employment. Researched specific questions and met with individual to go over answers and how they related to them and what they could do to rectify current situation.

- I spoke with A Self Advocate Coordinator (SACS) at the Disability Conference at Mohegan Sun, March. They informed me of specific content they would like to have the added to ADA training video that we have for DDS employees. I suggested we meet and speak about the video and what information we can add or change and how we could collaborate on the video.

Met with SAC coordinator and went over possible changes. Since this video was approved by the DOJ it was determined that any changes would have to go before them, again, to be approved. We determined that a separate video featuring the SACS could be produced and possibly added to the end of the ADA training video. The video also, could be used as a standalone for training.

- Received call from Guardian asking if I can assist in returning their child back to their home. They stated that DDS came and took child without reason. I asked if they were ever under investigation for abuse and neglect they stated, no never

I contacted the region who told me that this was a very sad and difficult situation and told me of the home's need for repair, the unsanitary and sometimes unsupervised conditions individual was subjected to in this home as well as numerous other conditions making it uninhabitable.

Spoke with the Guardian and told them their only recourse to return the child to this home to petition the probate court and challenge DDS's removal. It was quite obvious that this individual had mental health issues and DDS had properly removed child for safety and health reasons.

- Received a call from one of the regions asking if I can help arrange for 2 interpreters for an event taking place at one of the universities in which DDS was a sponsor. Contacted one of the DAS approved vendors.
- After speaking with the case manager about the lack of direct care workers who know sign language I found that, DDS has a program that gives an additional \$1000 to bilingual case managers.  
I recommended that this policy also be looked at and if possible implemented for case managers who knows sign language.

- Received call from Guardian asking if I can assist case manager in finding a residence that would accept a comfort animal for their sister. While comfort animals do not have the same rights as any service animal (dog or miniature horses) they can live in apartment building or condo., If your doctor decides that they are necessary for your well-being and writes a script explaining the need then and in most cases a comfort animal will be allowed in the residence.

Contacted region explained the situation and gave them the number of ADA technical assistance center in Boston to gather materials for proof as needed.

With the assistance of a DDS case manager the Individual found an apartment with and is living with their comfort animal, a cat.

## *Areas of Concern*

○ Case Management -	4
○ Case Management Requests -	2
○ Day Program –	4
○ Eligibility -	5
○ Funding/Budget -	3
○ Guardianship –	4
○ Health & Safety –	1
○ HIPAA -	1
○ Placement –	4
○ Birth to 3-	1
○ School District services-	2
○ Autism-	3
○ Mental Health Issues	2
○ DDS Information/Referral	14
○ NON-DDS Referrals	9
○ ADA, compliance, insurance, disability, housing,	17

ISSUES/CONCERN TOTAL –76