

STATE OF CONNECTICUT OR

EDWARD R. MAMBRUNO



for Developmental Services

DDS Council Monthly Report



Ned Lamont
Governor

Jordan Scheff
Commissioner

October 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, Tit a le II ADA Coordinator to go over handicapped parking standards
 - ❖ Served on interview panel for selection of Director Position in region.
 - ❖ Attended March 16th 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.
 - Contacted UObiDuo, a company that provides a tablet that enables hearing-impaired and Deaf and Hard of Hearing to communicate interactively. Waiting on information and questions to be researched and answered by company.
- ◆
- ❖ Submitted Annual Report for last three years, 2015 – 2018. The office of the Ombudsman is statutorily mandated to complete an annual report and submit to committees of cognizance in the General Assembly, as well as Commissioner and DDS Council.



- Annual Report of the Ombudsman 2015-2018

Concerns | Issues

- I spoke with both parents of individual we serve before and after speaking with CM. The parents believed that because they received a grant for their child they could continue to receive the grants and carry on with this practice.

The region had been very patient with the family and had given them a grant the previous fiscal year. However, the case manager told them this was not an option because it was no longer any grant money available.

Surprisingly, the family had in annualized budget for their child but did not utilize it. They had been using the grant money to pay an individual that they knew and that they trusted. I told the family that they were not only very lucky to receive grant money but even luckier to have an annualized budget. I asked them to talk with their caregiver about filling out the simple paperwork to receive this funding.

The region told me that the way it worked out this individual could make more money on the books because the grant money was a set amount that needed to be utilized for a specific amount of weeks. After doing the calculations for weeks and time worked, this individual would end up making more money from the annualized budget. However, this discussion was ignored and this individual stated that they would rather not work at a higher rate if they were on the books.

After sussing out the details and doing my due diligence with the region, I determined that I needed to speak with both family members separately.

Firstly, I spoke with dad in impressed upon him how rare it was that they had been able to use grant money while having an annualized budget. I told him that they needed to start using the annualized budget for the reasons stated above. Dad agreed with me but told me that his wife had been caring for their child for over 40 years and was very wary of people she did not know and that she trusted this individual implicitly. I asked dad to speak with mom about trying out the individuals that the case manager had reviewed and that the case manager would help mom and filling out the paperwork for a agency willing to work with their child.

After speaking with mom for some time I finally convinced her that there was no way at all to access any more grant money and that if they did not start to utilize the annualized budget that there was no way to guarantee the same amount would be available next time the budget is calculated.

Understanding that if they did not try to work with an agency their only recourse would be to place their child in a nursing home until mom was healthy to resume to her previous caretaking role.

I spoke with the case manager who was very pleased that mom was willing to work with her to find an agency that would work with her daughter. The case manager felt that they could find someone who can fill this role but some things would need to be altered because mom had some very strict guidelines that did not need to be followed. The case manager hope that this would be a great way for this individual to get more involved with the community and have more of a social life.

At this time, I have received no calls from parents regarding these changes or from the region/case manager.

- An individual from Stanford called me asking if I could assist them with their ongoing alleged harassment of their use of a service dog in various city and public buildings including restaurants.

This case has been ongoing for more than six years and is currently with CHRO. This is not a ADA accommodation case in this individual is not eligible to receive services from DDS therefore I referred them to another agency who is already assisting this individual.

- A doctor from a Hospital called me to tell me that an individual that DDS supports has been under their care for more than three months and is currently stable according to the hospital. They are asking DDS to provide an appropriate placement for this individual.

Contacted the region and spoke with the regional director. RD is well aware of this individual and told me that they are and currently have been looking for an appropriate placement for this individual with multiple behavioral needs. At this time, a placement that can support all of these needs has not been found.. The hospital will need to keep this individual until a placement that can meet all of the individual's needs has been found. DDS cannot release this individual just so the hospital can open up another bed.

Contacted the doctor and told him that as soon as DDS find an appropriate placement that needs this individual's needs they will meet with the discharge planner to plan his release from the hospital.

- Received an email from a private provider asking if they need to review the ADA video annually.

DDS employees have to view the ADA training annually.

Private sector agencies only have to ensure all staff viewed the video one time and for new employees within 6 months of hire.

Areas of Concern

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

ISSUES/CONCERN TOTAL – 69