

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



for Developmental Services

DDS Council Monthly Report



Ned Lamont
Governor

Jordan Scheff
Commissioner

July 2020

In relation to my duties as Ombudsman, I fielded a number of calls and correspondence regarding case management, case management requests, day programs, eligibility, funding & budgets, guardianship, health & safety, HIPAA, information and referrals, placements, Birth to 3, school district services, autism, mental health issues, ADA, Non-DDS referrals, and ADA compliance, insurance, & housing. Due to COVID-19, and the advent of teleworking on a mass scale, there have been fewer phone calls, but the correspondence we receive is increasingly regarding topics like: availability of PPE, closures of employment and/or day programs, safety and COVID mitigation in a variety of DDS settings, and inquiries as to when visitation can resume safely. To address these concerns, I worked and maintained regular contact with the following people and entities within DDS:

- Regional Directors,
- Assistant Regional Directors,
- Case Manager Supervisors,
- Case Managers,
- Quality Management Director,
- QI Supervisors,
- and the Abuse/Neglect Director and/or liaisons

In addition, I spoke with other contacts at external agencies including:

- Council on Developmental Services
- Department of Children and Families,
- Department of Public Health,
- Department of Social Services,
- Department of Mental Health and Addiction Services,
- Commission on Human Rights and Opportunities
- and the Client Rights and Grievance Specialist

The average number of unique issues and concerns resolved by this office average 100 per month.

DEPARTMENT OF DEVELOPMENTAL SERVICES

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