



**State of Connecticut
Independent Office of the Ombudsperson for Developmental Services
460 Capitol Avenue, Hartford, CT 06017**

December 2021 Monthly Report to the Council on Developmental Services

In relation to my duties as Ombudsperson I fielded calls and correspondence from families and advocates on numerous issues including:

1. Forming a family group at the Northwest Regional Center,
2. Respite support while a caregiver recovered from surgery,
3. Guardianship issues between siblings,
4. Questions about transfer due to a residential program closure,
5. Questions about investigations and claims of neglect,
6. Transportation,
7. Impact of strike on individual and family in need of support,
8. Family not receiving information from provider about loved ones fall and trip to ER,
9. Issue with provider sending a 30-day notice to terminate supports,
10. Vaccination of private provider staff,
11. Questions around policy regarding cameras in an individual's own home,
12. Community Companion Homes,
13. Difficulties finding Day & Employment supports,
14. Med certification for Day & Employment staff,
15. Concern about obtaining medical care for individual with COVID,
16. Case Management,
17. Probate Court and Guardianship,
18. Impact of staffing crisis on provider flexibility and individual choice.

To address these concerns, I connected families with resources and information outside of DDS, and worked with and maintained regular contact with the following people and entities within DDS:

- Commissioner Scheff,
- Regional Directors,
- Assistant Regional Directors,
- Case Manager Supervisors,
- Case Managers.

In addition, I have been meeting with DDS Executive Management Team, Regional Directors and Management Teams, Division Directors, and other staff. I have also started outreach and meetings with other agencies, advocacy groups, Councils, and provider organizations including but not limited to:

- Council on Developmental Services,
- The Arc Connecticut,
- The Southbury Home & School Association,
- CT DDS Families First,

- PATH,
- CT Family Support Network
- The Connecticut Community Nonprofit Alliance
- Regional Center Family Groups
- The Regional Advisory Councils
- Disability Rights Connecticut

Respectfully Submitted,

**Shannon Jacovino
Ombudsperson**

December 16, 2021