



**State of Connecticut  
DEPARTMENT  
OF  
DEVELOPMENTAL  
SERVICES**



**Individual and Family  
Support Resources  
and  
HELPLINE Information**



**Providing assistance to  
individuals who are eligible for  
DDS services and reside at home  
with families**

**ELIGIBILITY FOR DDS SERVICES**

To apply for services from DDS, call our  
Statewide Eligibility Unit toll free at:

**1-866-433-8192**

**DDS HELPLINE NUMBERS**

Exclusively for individuals eligible for DDS  
services who do not have assigned DDS Case  
Managers as they are not enrolled in fee for  
service Medicaid.



**DDS NORTH REGION**

**Location: Newington Office  
1-877-437-4577**

**DDS SOUTH REGION**

**Location: New Haven Office  
1-877-437-4567**

**DDS WEST REGION**

**Location: Cheshire Office  
1-877-491-2720**

***Who is eligible for Individual and Family Support Resources?***

DDS is comprised of 3 Regions Statewide— North, South and West. Each DDS Region has their own resource teams. Resources from the Individual and Family Support Resource Teams are available to individuals who reside at home with their families, regardless of whether or not they have a DDS Case Manager. Allocation of services and supports are contingent primarily upon existing family resources and DDS availability, although other factors may also be considered.

**There are two ways to access IFS Resources in this brochure:**

1. If an individual does not have an assigned DDS Case Manager, they should contact the **DDS Helpline** in their Region for assistance.
2. If an individual has a **DDS Case Manager**, they should call them to request information or a referral for services or supports.

***The DDS Helpline—Who should use it?***

**The DDS Helpline** was established statewide to provide assistance to individuals and families who do not have an assigned DDS Case Manager.

This applies to individuals who:

- ▶ Are eligible for services from the Department of Developmental Services (DDS)
- ▶ Do not have a Case Manager because they are not on fee for service Medicaid. They may have Husky, other managed care or private insurance only.

***How does the Helpline work?***

Each Region has established regional toll free numbers to screen calls and answer questions from families without case management services. Callers will be asked for specific information to forward it to the appropriate DDS employee to assist them. If callers are unable to reach someone directly when they call the helpline, when leaving a message, please make certain that the reason for the call is indicated, as well as the caller's name, phone number and the name of the individual you are calling about. This will assist in having calls promptly returned as soon as possible.

Please understand that due to confidentiality, DDS cannot speak to callers about individuals, nor verify that they are eligible for services from the Department, unless they are a guardian for the individual, or an authorization to release information to the caller is on file with us.

## **AVAILABLE RESOURCES**

Resources can be requested by DDS eligible individuals through their DDS Case Manager. If no case manager is assigned, individuals should call the DDS Helpline.

Resources are not entitlements and are subject to availability in the Region in which the individual resides.



### **DDS RESPITE CENTERS**

Respite centers offer pre-planned overnight stays from Thursday through Tuesday. Stays are scheduled based upon family need, appropriate peer groupings, availability of dates and space, and existing resources. Families must complete Respite Center Packets and initial pre-visits to the centers prior to scheduling a stay.

### **ONE TIME IFS GRANTS**

Individual and Family Support (IFS) grants can be requested for one-time expenses related to an individual's disability that cannot be covered by other resources. They are subject to the availability of funds and the health and safety needs of the individual. Family resources are taken into account in allocating all grant requests. IFS grants are not intended for routine or ongoing supports and services.

# **INDIVIDUAL AND FAMILY SUPPORT RESOURCE TEAMS & SERVICES**

## **EDUCATIONAL LIAISONS**

Beginning at age 3: Curriculum based educational supports to assist families to work with school personnel to ensure children have quality educational experiences. Assists in increasing parental advocacy for education.



## **TRANSITION COORDINATION**

Beginning at age 16: School to work transition is a partnership which brings together the student, family, school personnel and agency representatives to assist the student to prepare and plan successfully for adult life. Transition Coordinators provide support, consultation and resource information to assist the student through the transition years and beyond.

## **CLINICAL SUPPORTS & SERVICES**

Clinical supports such as nursing consultation, behavioral or psychological supports are available and may vary by Region. Supports may include direct services from DDS specialists or direct referrals to agencies or individuals contracted to provide services to families. Service consultation may also include assistance in referrals to community-based providers such as home health agencies, or community based clinicians for more permanent access to needed individualized supports.

## **TEMPORARY FAMILY ASSISTANCE**

Family Support Staff assist families by providing temporary supports to accommodate both individual and family needs. Services are intended to be for a period of less than 90 days unless there are extenuating circumstances. Services may include supports due to changes in the individual's physical, mental or emotional status. Supports may also be requested for assistance needed in direct relation to caregiver age or ability to provide care for the individual while other permanent supports and services can be coordinated. Not intended for ongoing or routine care needs.

Examples of supports can include respite, teaching social skills, activities of daily living (ADL) skills, assistance with medical appointments, facilitating initial access to community resources, modeling behavioral techniques, recreation, or assistance in completing forms for access to ongoing supports and community resources.



## **ASSISTANCE ACCESSING BENEFITS AND ENTITLEMENTS**

Families may request assistance in completing applications and filing for necessary benefits and entitlements which may include:

- ⇒ Guardianships
- ⇒ Social Security Disability Income
- ⇒ Fee for service Medicaid
- ⇒ Other requested assistance

