

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO

iMBUDSPERSON

For Developmental Services



GOVERNOR

DDS Council Monthly Report

October 2009

Meetings held and/or attended

- o October 5th - Met with CO Utilization Nurse
- o October 5th - Review CHRO housing complaint
- o October 6th - CO Quality Improvement Director
- o October 6th - Inspectors meeting
- o October 8th - GCYD Scholarship meeting
- o October 8th - DDS Council meeting
- o October 13th - Met with CO Utilization Nurse
- o October 14th - CHRO meeting
- o October 15th - CO Utilization Nurse
- o October 15th - CO Budget/Waiver Department
- o October 16th - CO QI Director
- o October 21th - CO Utilization Nurse
- o October 22th - Eligibility Director/HIPAA
- o October 28th - P&A Report
- o October 29th - Met with Budget/Waiver Department

Concerns\ Issues

- Guardian contacted office regarding a denial for a specific grant. Consumer had finally organized a change that would allow him to live independently. Family was ecstatic that everything had moved so smoothly. However, a denial for a specific service was unpredicted and now could cause a major problem to this move. After meeting with Budget & Medicaid, called Regional Director who stated that the PRAT declined the grant because individual was not on waiver and request on the information form was unclear. Case Manager included specific information and request for Grant was approved. Individual moved into an apartment on November 1st.
- Individual called Office to request assistance an issue he was having with staff. Consumer lives in private CLA and does not like the way staff speaks to him- on many occasions they refer to specific instances that occurred in these past, that are hurtful to him, breaching confidentiality . Asked individual if they had spoken to Case Manager regarding this situation and he answered yes but was not aware of anything. Contacted Protection & Advocacy to file a report.
- Landlord contacted Office because a DDS consumer had that had been placed in one of their units by a provider was not current with rent and was responsible for damaging property. He complained that they should be responsible for any damage and unpaid rent that consumer but could not get any answers regarding who is responsible. Contacted Assistant Regional Director who stated that this was the first time they were hearing of this complaint. They contacted resource manager and after researching this issue, it was found that, people who receive the Community-Based Housing Program rent subsidy are required to have a lease. Leases are between the consumer and the landlord. Occasionally, a private agency may co-sign a lease, but that is not the case in this

situation. The DDS Community-Based Housing Program regulations prohibit employees of the State of Connecticut to sign or co-sign leases. Region stated that the landlord would be receiving a check for damages and unpaid rent. After speaking with CO legal department, I contacted landlord and told him (noting HIPAA regulations) that compensation for damages and rent would be made by provider.

- Mom called office stating that she has not heard anything regarding when a Case Manager would be assigned. As of July 1st, DDS is no longer able to assign Case Managers to those individuals who are not enrolled in fee-for-service Medicaid. According to D.D.S. computer database, son is enrolled in managed care. Individuals, such as these, who were assigned a Case Manager prior to July 1, 2009 and who are not enrolled in fee-for-service Medicaid, no longer have DDS Case Management services and are not eligible to have one assigned. DDS is in the process of sending information to individuals/families that no longer have Case Management services regarding the process they can go through to access DDS family support services. A brochure has been developed describing the new Individual and Family Support Helpline and the number to call in order to request DDS family support services. Additionally, they can speak with the Individual & Family Support secretary in the Regional office about the type of supports requested. The request will be entered into a regional database, reviewed by the Resource Team Manager and will be referred to the appropriate Individual & Family Support staff for follow-up.

Completed 2008 Ombudsman Annual Report, sent to D.D.S. Council, D.D.S. Intranet and Internet and Legislative Committees of cognizance.

2008 Ombudsman Annual Report / online

http://www.ct.gov/dds/lib/dds/ombudsperson/2008_dds_ombudsman_annual_report.pdf

SNF Review

Met with CO utilization nurse to review all consumers who were visited in nursing homes

Visited eight consumers, spoke with six and had a long discussion about a day program with one, (Current day program is closing). Spoke with another consumer about moving out of nursing home and is physical therapy regimen.

- Visited three consumers at The Pines Bristol Nursing Center.
- Visited one consumer at Blair Manor in Enfield.(Current day program is closing, case manager is looking for another)
- Visited two consumers at Ellis Manor in Hartford.
- Visited two consumers at Olympus Health in Manchester formerly Bidwell Health Care Center. (Physical therapy was stopped due to his reaching his plateau, doctors do not believe that further therapy will have any benefit.)

October 2009

Areas of Concern

- Case Management – 7
- Day Program – 3
- Eligibility - 2
- Funding/Budget – 4
- Guardianship – 2
- Health & Safety – 3
- HIPAA – 3
- Information/Referral – 22
- Placement - 4
- Respite – 2
- SNF's – 8

ISSUES/CONCERN TOTAL – 60