

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



GOVERNOR

*DDS Council Monthly Report*

*January 2010*

Meetings held and/or attended

- o January 5<sup>th</sup> -Met with CO Legal Department
- o January 7<sup>th</sup> -Met with CO Utilization Nurse
- o January 7<sup>th</sup> -CHRO
- o January 8<sup>th</sup> -Met with CO QI Director
- o January 11<sup>th</sup> -Met with DDS Council Chairwoman
- o January 12<sup>th</sup> -Met with DDS team at Arden House
- o January 13<sup>th</sup> -CHRO
- o January 13<sup>th</sup> -Met with CO Utilization Nurse
- o January 14<sup>th</sup> -GCYD
- o January 21<sup>st</sup> -Worked from Satellite Office in Waterbury
- o January 22<sup>nd</sup> -ARD South Region
- o January 25<sup>th</sup> -Met with CO QI Director
- o January 29<sup>th</sup> -Met with CO Utilization Nurse

Concerns\ Issues

- UPDATE:

Placement into other nursing home that we all agreed upon did not happen. They ( other nursing home) stated that they would be reviewing her file, again, to see if she would be appropriate for another program. Current nursing home told them that individual had some behavioral issues, not sure if this contributed to the denial but I'm sure it did not help. D.D.S. is waiting to see if the state funds will be allowed for consumer to be placed at a group home that has a potential slot at the end of February.

On a positive note she has begun physical therapy thru Gaylord twice a week. Her community Dr. believes that she would benefit greatly from physical therapy and Gaylord does not admit individuals into its physical therapy program unless they are sure individual would benefit from PT. Even though her community Dr. would give an order for PT, her current nursing home would not adhere to that order. The nursing home makes the final decision. D.D.S. Case manager will attend a session at Gaylord and speak with physical therapy team.

The Case manager and private provider staff are working well together.

- Advocate for a family called Office asking if I could assist them with obtaining services and supports for their son. Son just turned 21 years of age and is developmentally disabled. He is not a resident of the U.S., but is a legal resident of Connecticut. He has a diagnosis of MR but is not a D.D.S. consumer. The Department of Social Services informed family that their son was their responsibility because they are his sponsors. Spoke to the DSS and Eligibility Unit, who maintained that first he would have to start with the eligibility process just like any other individual seeking services. Services and supports are not entitlements.

- Individual called Office inquiring why a previous Case Manager who had taken on a new role could not return to be her son's CM. Additionally, Case Manager was not familiar with individual budgets. Mom has gone through three Case Managers and is working on her fourth. Contacted Region, spoke with Assistant Regional Director who stated that they were very familiar with family and other than changing case managers there was nothing they could do. Spoke at length many times with mom who would not take no for an answer. I suggested that if she let the current case manager get familiar with her son they could start to get into a routine and become comfortable with one another. Mom would not let this happen and I agreed that she is making it very difficult for both son and case manager. Hopefully, if she realizes that she is doing more harm than good by demanding this change her son will be able to move on with the current case manager. As a side note, the current case manager has several years with the department.
- Individual called Office wanting to know if the Department had a standard HIPAA release form for 3<sup>rd</sup> party individuals. Contacted Eligibility Unit and the Legal Department and asked if that type of form was available. Received the form from the Legal Department and forwarded the individual the form.
- Dad called office concerning daughter who currently resides in Wisconsin. Stated that he was having problems with Social Security and the Wisconsin Department could not help him. Gentleman was in his 80s and stated that he did not want to fight with Social Security or for that matter department in Wisconsin. Spoke with him at length and gave him a contact at the Social Security department that he can call directly. Called back to thank me and stated that everything had been taking care of with one phone call.

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*Areas of Concern*

- Case Management – 7
- Day Program – 3
- Eligibility – 6
- Funding/Budget – 5
- Guardianship – 3
- Health & Safety – 1
- HIPAA – 3
- Information/Referral – 23
- Placement - 2

ISSUES/CONCERN TOTAL – 53