



DDS Council Monthly Report

February 2010

Meetings held and/or attended

- o February 5th -D.D.S. Council Chair meeting
- o February 8th -CO Utilization Nurse meeting
- o February 10th -CHRO Commission Meeting
- o February 11th -GCYD scholarship meeting
- o February 11th -D.D.S. Council meeting
- o February 16th -North Regional Director (RD)
- o February 19th -CO Utilization Nurse meeting
- o February 19th -South Assistant Regional Director (ARD)
- o February 25th -CO Quality Assurance Director
- o February 26th -CO Operations
- o February 26th -CO Utilization Nurse meeting
- o February 26th -CO Supervising Psychologist 2 (CN) Manager

Concerns\ Issues

- Grandmother who is guardian of high school aged student called to ask why "only culinary" courses were available and encouraged upon her granddaughter. She states that her granddaughter is disinterested in culinary arts and would like to study something of interest. Grandmother also questioned why she cannot graduate with her friends on schedule to graduate in four years. Encouraged grandmother to talk with guidance counselor about options and any interests that may be pursued by granddaughter. Also, told her to ask if she could wear a cap and gown and participate in ceremonies this year without a diploma. Grandmother was happy that someone was able to speak to her about "options" that were available to her granddaughter.
- Sister and guardian called office upset that brother (who is aging out of DCF at 21) does not have a transition plan in place with D.D.S. According to Sister there have been no talks regarding placement and/or services. Individual has explosive disorder and lives with the elderly mom. Called region who are aware of situation and have a scheduled PRAT meeting next week. Let sister know that someone would be calling from region to schedule a meeting.
- Mom applied to D.D.S. Eligibility Unit for son. Called office because she received another person's eligibility packet. Was worried that her son's paperwork was sent to another person violating HIPAA regulations. Called eligibility unit found out that yes it was a mistake but her son's packet had not been sent out. Called mom told her to destroy said individual's information and would have the correct paperwork sent immediately.

- Spoke with brother of D.D.S. consumer. Brother is very disturbed that he is not receiving any respect from UConn Health Center Doctors who have recommended changing his brother's medication. He does not agree with this decision. Brother also stated that he does not "trust" case manager and will not attend any meetings where he is present. Have a continuing dialogue with brother trying to make him see that the changes recommended for his brother are made by professionals who only want what's best for his brother. Asked region if they could get a second opinion on the type of medication that was prescribed. Region agreed and doctors came to the same conclusion. Spoke with Brother several more times trying to get him to see that the department only wants what's best for his brother and that the doctors are the ones that are prescribing this specific medication not the department. The case is ongoing.

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Areas of Concern

- Case Management – 6
- Case Management Request <2I -2
- Day Program – 3
- Eligibility – 7
- Funding/Budget – 4
- Guardianship – 2
- Health & Safety – 2
- HIPAA – 5
- Information/Referral – 23
- Placement – 3
- Autism- 1
- Abuse/Neglect inquiry- 2
- Respite - 1

ISSUES/CONCERN TOTAL – 61