



DDS Council Monthly Report

April 2010

Meetings held and/or attended

- o April 1st -Met with North Regional Director
- o April 6th -GCYD – Scholarship meeting
- o April 8th -GCYD
- o April 13th - CO Operations
- o April 14th -CHRO Commission meeting
- o April 15th - Met with CO Utilization Nurse
- o April 19th - South Assistant Regional Director (ARD)
- o April 20th - Met with CO QI Director
- o April 21st -Met with CO Utilization Nurse
- o April 28th - Met with CO Utilization Nurse
- o April 28th - CO Quality Assurance Director

Concerns\ Issues

- Sister called office regarding her brother who resides in a Nursing Home and her billing concerns. Nursing home was sending brother's bills to her seeking reimbursement, she called case manager but checks were still being sent to her for her brother's stay. Brother had recently moved from D.D.S. home but when he went into a nursing home his checks were being sent back to the comptroller's office.. Researched by calling DSS, contacting region and comptroller's office. Contacted the Case Manager Supervisor who stated they would contact nursing home and correct address for payment.
- CO Quality Review Specialist reported that while making an inspection at a CTH another consumer's medical information was attached to the person being inspected. Referred to Marsha Cohen and Jim Welsh for HIPAA violation.
- Individual call office numerous times seeking reimbursement for an unauthorized stay of a D.D.S. consumer at her residence. Individual was under the impression that because person was a D.D.S. consumer they would be reimbursed for any expenses incurred while consumer was under her roof. After much discussion with region and other D.D.S. representatives it was determined that the department would reimburse only "legitimate expenses". Region reviewed expenses and reimbursed individual a small portion of what was submitted. D.D.S. consumer had her own apartment staff and budget.
- Mom requested an update on her daughter's Emergency Placement. Mom's concern is that daughter has been on the waiting list as an "E" for so long. Mom is concerned that at her age (octogenarian) anything could happen and she would like to transition her into a placement while she is still healthy enough to assist. Mom states that daughter will not go to respite and she is quite the homebody not wanting to go out and try anything different – this worries mom if something were to happen to her. She states that her other daughters have their own lives have their own problems and she cannot expect them to care for her daughter long-term. One daughter is her standby Guardian and watches and drives by mom's house in the morning on her way to work to make sure everything is

fine, she also watches sister on the nights that mom is unable to do so. Contacted region who stated that they review their daughter at PRAT and just have not found anything that would be an appropriate placement. They stated they would look into alternatives for mom and have case manager do a home visit.

- Received a call from foster mom who is worried that region will not find a placement suitable for D.D.S. consumer by July. Consumer turns 21 in July and funding to foster parents stops at 21. Foster mom is also worried that placement will be difficult because consumer has a service dog. Service dog is an American pitbull she is worried that it will be thought to be a vicious dog by others. Called region let them know of issue. They did not know consumer had a service dog and stated they would begin to contact placements they had communicated with to make sure that consumers residing there did not have allergies or fear of dogs. Region stated they were looking into a possible placement in a CTH.
- Mom called office alleging numerous complaints against private provider and staff where son was residing. Contacted Quality improvement and spoke with an inspector. Asked if they could do an unannounced visit to substantiate allegations. Asked mom if she had contacted P&A regarding possible neglect, stated that if she did not I as a mandatory reporter would have to. Mom stated that she would do it because she knew more than if she would just tell me. After unannounced visit inspector told me that that she thought the house was being run very well. Mom met with private provider and staff and worked out many of the issues they were having.

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Areas of Concern

- Case Management – 5
- Day Program – 6
- Eligibility – 12
- Funding/Budget – 4
- Guardianship – 2
- Health & Safety – 2
- HIPAA – 2
- Information/Referral – 31
- Placement – 5

Budget and funding inquiries have remained the same during legislative session. However, eligibility questions and/or placements have increased.

ISSUES/CONCERN TOTAL – 69