



DDS Council Monthly Report

August 2010

Meetings held and/or attended

- August 4th -CHRO
- August 5th -met with Director of Eligibility Unit
- August 5th -met with CO Psychiatrist
- August 9th -met with CO QI Director
- August 9th -Inspectors meeting
- August 10th -NR Nurse Consultant
- August 10th -met with WR Assistant Regional Director
- August 11th -CHRO
- August 23rd -met with Director of Facilities
- August 23rd -CO Director of Administration
- August 24th -met with WR Director
- August 24th -met with STS Director
- August 26th -met with CO Psychiatrist
- August 26th -met with Director of Eligibility Unit
- August 30th -met with CO Psychiatrist
- August 30th -met with CO Psychiatrist
- August 31st -visited STS - Pica units/new construction

Concerns\ Issues

- Long-standing issue with provider regarding consumer's job was concluded favorably. Mom was extremely happy not to mention consumer who thrived in work setting.
- Mom called office requesting information regarding guardianship in Connecticut. Son was moving back to Connecticut and needed numerous specific services. However, mom was Guardian in another state and not Connecticut. Contacted legal, eligibility and region. Region had received numerous e-mails from mom and knew situation well. Private provider had been providing services but abruptly stopped when behaviors escalated. Mom called office asking what she could do. Called region and suggested a few changes to its current program. Mom is now working with a case manager that understands her current situation. Consumer is doing much better with current changes.
- Received two calls from different private providers regarding possible HIPAA violations. Contacted appropriate personnel who logged and recommended corrective actions.
- Spoke with mom and recommended that she contact case manager regarding respite for son. Since family received little to no services and there was a last-minute vacancy at respite center case manager was able to accommodate family with respite for son.

- Family is troubled at the fact that male staff/workers assist are assisting an adult women with personal hygiene issues, (shaving). Private providers stated that there were no rules or regulations prohibiting males from assisting women when asked to do so. Contacted assistant regional director who stated that they would look into issue in get back to me.
- Received inquiry about an individual who was found not eligible due to their final evaluations. Spoke with CO Director of Eligibility and CO Psychiatrists. This was the third time individual was found ineligible for D.D.S. services, failed to meet specific standards for an individual who has a diagnosis of mental retardation.

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Areas of Concern

- Case Management - 6
- Case Management Requests - 5
- Day Program - 4
- Eligibility - 13
- Funding/Budget - 5
- Guardianship - 2
- Health & Safety - 2
- HIPAA - 4
- Information/Referral - 22
- Placement - 5

ISSUES/CONCERN TOTAL – 68

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