



*DDS Council Monthly Report*

*September 2010*

Meetings held and/or attended

- September 3<sup>rd</sup> -Worked in Waterbury office
- September 3<sup>rd</sup> -Met with West AR Director
- September 7<sup>th</sup> -Met with CO QI Director
- September 8<sup>th</sup> -Chro Commission Meeting
- September 9<sup>th</sup> -Inspectors meeting
- September 10<sup>th</sup> -NR Nurse Consultant
- September 16<sup>th</sup> -DDS Council Meeting
- September 17<sup>th</sup> -Waterbury office
- September 17<sup>th</sup> -West ARD Meeting
- September 20<sup>rd</sup> -Met with Director of Facilities
- September 23<sup>rd</sup> -GCYD Annual Meeting
- September 24<sup>th</sup> -North Nurse Consultant
- September 27<sup>th</sup> -Eligibility Director
- September 28<sup>th</sup> -Met with CO Psychiatrist
- September 28<sup>th</sup> -Meeting with EEOC Director and staff
- September 29<sup>h</sup> -Waterbury office
- August 30<sup>th</sup> -DCF Ombudsman

Concerns\ Issues

- Worked with DCF Ombudsman. Mom was questioning why her 12-year-old had been on Voluntary Services waitlist for so long. Had spoken with mom regarding this issue, reasons why child was on wait list and reiterated that department had supplied her with a one-time grant last year and that she would be receiving another one this month. However, Mom was not pleased with results and could not understand why her son could not receive voluntary services immediately. Mom called DCF Ombudsman who had received a call from a legislator questioning the delay. After numerous e-mails and calls with the DCF ombudsman it was determined that we would show a unified front. Mom was playing one agency against another and giving her legislator false information.
- University of Connecticut Health Center called office asking why a D.D.S. consumer had not been picked out and brought back to his residence. Social worker stated that consumer was stable and wanted D.D.S. to come and pick Consumer up immediately. Called region spoke with nurse consultant who contacted D.D.S. case manager and staff who expedited consumers release.
- Received a call from mom who wanted to thank me for resolving issue with male staff assisting her daughter with personal hygiene ADLs. Region and this office worked out a compromise that anytime consumer asked for certain

ADLs that mom would be called first before a male staffer would perform it. This would only be the case when a female staffer was not working or unable to assist.

August issue-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.

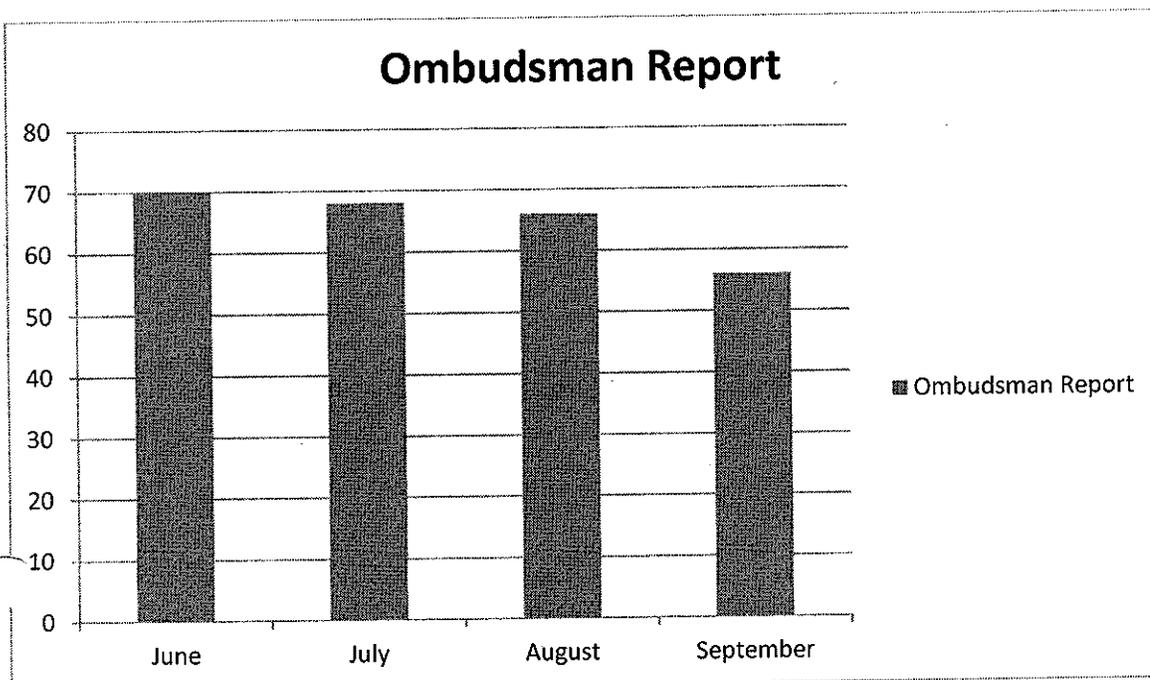
- Worked with West region on helping them find accessible apartments for D.D.S. wheelchair users. Gave them contacts and suggested options.

September 2010

*Areas of Concern*

- Case Management - 4
- Case Management Requests - 4
- Day Program - 1
- Eligibility - 3
- Funding/Budget - 4
- Guardianship - 1
- Health & Safety - 2
- HIPAA - 3
- Information/Referral - 22
- Placement - 6
- Birth to 3- 1
- Autism-2
- School districts services-2

ISSUES/CONCERN TOTAL - 56



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