



DDS Council Monthly Report

March 2011

Meetings held and/or attended

- March 2nd -North Regional Director
- March 4th -Central office Utilization Nurse
- March 7^th -Central office Quality Improvement Director
- March 8th -Eligibility Director
- March 9th -Commission on Human Rights, Commission Meeting
- March 10th -Governor's Coalition, scholarship meeting
- March 14th -Central Office, Psychiatrist
- March 14th -Central Office Legal
- March 15th -DSS Money Follows Person, Administrator
- March 15th -Met with Central Office Quality Improvement (QI) Director
- March 17th -Goodwin College, Scholarship Judging
- March 18th -Central Office, Eligibility Director
- March 18th -CO Director of Facilities
- March 22th -Central Office Utilization Nurse
- March 24th -Central Office, Legal
- March 25th -Quality Improvement Director, CO Nurse, CO Case Manager Supervisor
- March 31st -Operations Department

Concerns \ Issues

- Family e-mailed D.D.S. concerned by many specific rules that their family member was allegedly being subjected to in their community residence that may infringe on their civil rights.
 - Met with assistant regional director, conference call with resource manager and case manager supervisor. Also, consulted with CO facilities manager regarding proper egress from home. Looking into each allegation and where applicable trying to find a compromise resolution.
 - Case Manager visited consumer at residence and reported that everything seemed in order.
 - Alleged violation into civil rights was baseless.
 - Residence had appropriate egress.
 - Sent family link to CLA licensing regulations prayer request.
 - Spoke with Guardian at length concerning each issue they had with provider,
 - Family contacted office a week later concerning an incident that happened at home concerning another individual.

-- Contacted region regarding alleged incident. They were taking additional steps to follow up and were providing enhanced supports for individuals who lived in home. Also, staff will attend a meeting where a protocol will be discussed as to how to handle incidents like these should they happen again in the future.

Spoke with family regarding incident. Due to HIPAA, I could only give the family a general account.

- Followed up with request by an individual living in a long term care facility. Individual wishes to move out and live independently using Money Follows the Person. Individual stated that they had applied to Money Follows Person (MFP) but was concerned that it was taking so long. Individual asked if I could look into where their paperwork was in regards their (MFP) approval.
 - Contacted administrator for program. They stated that specific paperwork was missing and/or incomplete and that it would contact individual's social worker to make sure it was completed. Received call after one week, everything was in order and individual was accepted into MFP and is currently on housing list.
- Family friend contacted office requesting assistance for family whose son needed D.D.S. services and supports. Contacted family friend and told her that I needed to speak with the Guardian regarding this issue. Contacted region they are aware of this person and has been working with mom/Guardian. Mom is anxious about eligibility and had asked 'family friend' to contact me in hopes of expediting eligibility.
- Received inquiry from Attorney General Jepsen's (AG) office regarding a fax sent in 2009 to Attorney General Blumenthal.. Contacted Assistant AG told them I had spoken with dad, author of the fax, and he stated that the supports, or changes thereof, were moving along and he had no further complaints at this time. He stated that since our last contact in January his issue had mostly been resolved but would call me if anything changes.
 - Issue. Dad complained that the private provider hired was allegedly very unprofessional and wanted a change due to the fact that his daughter's behavior precluded the type of staff that were sent to support her. The private provider was contracted by the Department of Social Services under title I9. Spoke with DSS alternative care unit and met with D.D.S. Individual and Family Support ARD. D.D.S. agreed to review issue and provide a provider who could handle the specialized supports this individual needed.
 - DSS looking into said private provider and services will determine whether this provider will continue to be used by them.
- Met with Quality Improvement Director (QI), Central Office Nurse, Central Office, Case Manager Supervisor to discuss contingency plans for the possible closing of several nursing facilities in which several individuals served by D.D.S. reside.

GCYD update:

- The Governor's Coalition for with Disabilities Scholarship (GCYD) will hold its 16th awards ceremony on May 20th, Old Judiciary Room, State Capitol. This year, I am pleased to announce that one recipient will be an individual that receives services from the D.D.S. This person has plans on attending a community college to take courses that will better assist him in his goal to work in an office. He is currently working in an office setting and these courses will greatly enhance his work experience.

Governor Malloy has been invited, waiting for response from the Governor's office.

March 2011

Areas of Concern

○ Case Management -	6
○ Case Management Requests -	4
○ Day Program --	3
○ Eligibility -	5
○ Funding/Budget -	4
○ Guardianship --	4
○ Health & Safety --	3
○ HIPAA -	2
○ Information/Referral --	14
○ Placement --	4
○ Birth to 3-	1
○ School District services-	3
○ Autism-	3
○ ADA inquiries	(5) not counted

ISSUES/CONCERN TOTAL -56