

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO

**i**MBUDSPERSON

for Developmental Services



Dannel P. Malloy  
GOVERNOR

Terrence W. Macy, Ph. D  
DDS Commissioner

*DDS Council Monthly Report*

*June 2011*

Meetings held and/or attended

- June 3<sup>rd</sup> -Waterbury office
- June 3<sup>rd</sup> -West region, Regional Director
- June 3<sup>rd</sup> -West Individual family supports
- June 6<sup>th</sup> -Teleconference with Chairman of President's Committee for People with Intellectual Disabilities
- June 6<sup>th</sup> -West Region, Case Manager Supervisor, ARD
- June 7<sup>th</sup> -Central office Quality Improvement Director
- June 7<sup>th</sup> -GCYD
- June 8<sup>th</sup> -Central Office , Legal Department
- June 8<sup>th</sup> -South, Regional Director
- June 8<sup>th</sup> -A/N inspector
- June 8<sup>th</sup> -Commission on Human Rights, Commission Meeting
- June 9<sup>th</sup> -DDS Council meeting
- June 14<sup>th</sup> -Governor's Coalition Youth with Disabilities
- June 15<sup>th</sup> -Director of Eligibility
- June 15<sup>th</sup> -CO Psychiatrist
- June 16<sup>th</sup> -CO Legal Department
- June 19<sup>th</sup> -West region, ARD
- June 19<sup>th</sup> -West, Assistant Regional Director (ARD)
- June 20<sup>th</sup> -North, Assistant Regional Director
- June 23<sup>th</sup> -CO Facilities Director
- June 24<sup>th</sup> -EEOC Director
- June 24<sup>th</sup> -Communications Department/webmaster
- June 30<sup>th</sup> -Central office Quality Improvement Director
- June 30<sup>th</sup> -West. ARD individual family supports
- May 30<sup>th</sup> -OBRA Nurse

## Concerns \ Issues

- Mom called office concerned over the initiation of adult day services for your daughter come 7-I-II.
- Mom received news that daughter would start program on July I. This was good news since current budget projections for graduates had been expected to start much later. However, mom was still upset with the funding allocations and wanted to know why it could not be funded at a level of the program model she had requested.
- Spoke to mom stated that this indeed was good news considering the ongoing budget crisis she should be ecstatic with the July start date.
- Told mom that any DDS consumer requesting supports which exceed their respective level of needs, LON, require a second review by regional Utilization review Committee. She is slated for the next committee review.
- Spoke to assistant regional director who stated that case manager supervisor had worked extremely hard at getting the level of supports funded. ARD also stated that they did not expect to find anyone in July and that this was great news for mom.
  
- LPN called office concerned with issue that she considered abuse and neglect.
- LPN stated she reported an incident that she thought rose to the level of abuse and neglect to supervisor and had reported it to the Office of Protection Advocacy.
- Asked if current situation that brought complaint is continuing and if she thought consumer was at risk. Asked if supervisor had spoken to house manager. Also asked if this happened with specific staff and/or shifts.
  - Spoke with Director of Quality Improvement agreed that inspector should visit residence.
  - Inspector found minor violations that could be easily corrected. After investigation it was concluded that is not abuse or neglect.
  
- Mom called office concerned that son with autism will be turning 21 in a few months and still has not been declared eligible by DDS after two denials.
  - Spoke with Director of eligibility, stated they were very familiar with person in question and unfortunately son did not meet criteria for eligibility.
  - CO psychiatrist sent me correspondence confirming that individual did indeed have autism but did not meet standards for intellectual disability.
  - Mom was very frustrated because there are not as many supports or programs for persons with autism. Asked if she'd contacted autism department in addition to asking if she was familiar with any autism advocacy groups.
  - Suggested to mom that she research what was available in the autism arena and especially the autism department at DDS which has grown significantly.
  
- Received many calls asking what if anything would be subject to budget reductions. Respite, grad's, summer programs, day programs led list.
  - Agreed that funding for some programs may be affected. However, these are not decisions made lightly by DDS.

- Charge nurse for hospital where a DDS consumer was being discharged called office to report that a staff member's treatment of consumer who used a gate belt had caused some alarm. Consumer had fallen to ground before entry into vehicle and hospital staff noted that consumer was not being treated as she would have suspected, given the circumstances.
  - ◆ Called nurse to get specifics on consumers name, etc. Asked if she had reported incident to Protection and Advocacy. Charge nurse stated she did not witness incident - she had overheard one of her nurses stating that consumer had fallen with staff next to him.
  - ◆ Spoke with Director of Quality Improvement to try to find individual. Charge nurse incorrect spelling of name made it very difficult to find in e-Camtis.
  - ◆ Eventually found consumer and residence by contacting charge nurse and asking her to run down individual's chart.
  - ◆ Collaborated with QI asked if they thought an unannounced visit was warranted.
  - ◆ QI inspector was scheduled to visit residence the next week. They found that individual had an elaborate gate belt due to increasing ambulatory problems. While at the hospital physical therapists in consultation with a doctor were working with consumer. Falling is a result of his current medical condition and from what was reported all protocols were followed after his fall that was witnessed by a hospital employee.

June 2011

*Areas of Concern*

○ Case Management -	9
○ Case Management Requests -	3
○ Day Program -	4
○ Eligibility -	6
○ Funding/Budget -	18
○ Guardianship -	5
○ Health & Safety -	3
○ HIPAA -	0
○ Information/Referral -	22
○ Placement -	5
○ Birth to 3-	0
○ School District services-	2
○ Autism-	3
○ ADA inquiries	(4) not counted

ISSUES/CONCERN TOTAL -80\*