

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



Terrence W. Macy, Ph. D
DDS Commissioner

DDS Council Monthly Report

Meetings held and/or attended

November 2011

- Waterbury Office
- West region, Regional Director
- West, ARD- Individual & Family Supports
- West, Case Manager Supervisor
- Central Office , Legal Department
- Quality Improvement Director
- Operations Department
- CO Facilities Director
- Central office Quality Improvement Director
- West, Assistant Regional Director/families
- Central Office Legal Department
- Governor's Coalition for Youth with Disabilities
- Department of Mental Health and Addiction Services
- Audit Department
- Operations Department
- South Assistant Regional Director
- South Case Manager Supervisor
- CO Psychiatrist/Eligibility
- North Regional Director
- North Assistant Regional Director
- Commission on Human Rights and Opportunities, Commission Meet.
- Department of Developmental Services, Council Meeting
- Abuse neglect investigator
- Central Office Eligibility
- Assistant Attorney General

Concerns \ Issues

- Received a call from dad with an autistic/ID child. He was upset that he was turned down for heating assistance (EA) even though he had qualified previous two years. Made call to Executive Director, Operation Fuel who had a case manager look into situation. They were able to rectify situation-he will receive heating assistance.

Case manager asked if there was a specific process for sending complaints to me. They received many EA complaints for people with disabilities and wanted to know if they should be sending them to me.

- Family member called office upset because, mom would have to go to local DSS to start process of receiving SSDI all over again. Son had stopped receiving checks because he had moved out of CCH and was living with mom until an appropriate placement could be found. After receiving e-mail case manager agreed to call local DSS to see what was required.
- Elderly parent called office very upset because she was notified that due to budgetary constraints daughter would need to return home and receives services. Mom stated that while she would love nothing more she could not physically or financially support her child. She requested an appeal after PRAT's decision. Told her that I would do my best to assist her but we need to wait till appeal was finalized.
- Mom called office upset that abuse neglect investigation was taking longer than expected. She was especially upset with alleged lack of professionalism of case manager. Spoke with regional Assistant Regional Director about case manager. ARD stated that they knew of issue and we're trying to best to work on it. I suggested a change in case manager, ARD said that that would probably be a good start and would begin to work on it.
- Spoke to QI Director regarding specific safety complaint e-mailed by individual whose aunt lives at residence. QI Director contacted Executive Director who stated that claim being made was false. Contacted individual asked for more specifics regarding safety claim.

Areas of Concern

November 2011

○ Case Management Requests -	5
○ Case Management -	13
○ Day Program --	5
○ Eligibility -	3
○ Funding/Budget -	4
○ Guardianship --	3
○ Health & Safety --	2
○ HIPAA -	1
○ Information/Referral --	24
○ Placement --	5
○ Birth to 3-	0
○ School District services-	0
○ Autism-	2
○ ADA inquiries	(4) not counted

ISSUES/CONCERN TOTAL -67

Area of CONCERN

