



Terrence W. Macy, Ph. D  
DDS Commissioner

*DDS Council Monthly Report*

Meetings held and/or attended

*February 2012*

- West Regional Director
- CO Facilities Director
- Central Office Legal Department
- CO Quality Improvement Director
- CO Legal Counsel
- West region, Assistant Regional Director
- West, ARD- Individual & Family Supports
- South Regional Director
- South Case Manager Supervisor
- DCF Commissioner's office
- DCF Ombudsman
- CO Legal/ HIPAA
- Audit Department
- Budget Director
- CO Psychiatrist
- CO Eligibility
- Governor's Coalition for Youth with Disabilities
- Commission on Human Rights and Opportunities
- Operations Department
- “BEST” (previously DoIT , information technology department)
- North Regional Director
- North Assistant Regional Director
- EEOC Department
- CHRO Assistant Attorney General
- Abuse/Neglect and Division
- Department of Developmental Services, Council Meeting

## Concerns \ Issues

➤ Mom called office seeking assistance for son due to increasingly violent outbursts and other unusual actions. Son is diagnosed with an intellectual disability as well as autism. His autism presents itself with various OCD type behaviors. **Son does not have a day program, for the first time, and these particular actions are starting to take a toll on mom.**

Mom had to call the police after her son struck her in the face and then left the home very late at night. These actions frightened mom causing her to call me the next day.

Her case manager retired and according to mom was just starting to put things in place for her son. However, her current case manager has not had the time to speak with mom about what services may be available for her son, day program, respite, etc.

From the phone call, I could tell that mom was in desperate need of respite. When I asked mom if she knew what respite was she stated that she never heard of it. After I explained respite to her, she stated that that's what I need, "that will help recharge my batteries"... Mom also has a hard time seeing (may be legally blind) especially at night when her son likes to bolt outside... locations unknown. In addition to her sight, mom has several medical conditions that need to be monitored. Mom has been caring for her son and adamantly stated that she wants what's best for him and "does not want him in a group home".

When asked why he does not have a day program, (day program refused-eCAMRIS), she stated that no one had ever discussed that option with her.

1. Contacted regional director asked if case manager could visit home... son's and mom's safety. The region stated that the case manager has been in contact with the family and has some things in the "works". However, I pointed out that this was the previous case manager who had since retired.
2. When I asked about respite, the case manager supervisor said, "DDS has a long history in regards to offering her respite services and her refusing."  
I spoke with the Director of Individual and Family Supports and inquired whether mom understood D.D.S. terminology. Director agreed that maybe that avenue should be revisited. I also inquired about the last time individual was seen by a psychologist. DDS stated that this will be taken into consideration due to his behavioral changes. I asked if the case manager and case manager supervisor could visit home and speak to mom regarding respite and day programs. They will also make sure to speak in plain terms when referring to D.D.S. terminology, so as not to confuse mom.

Regional director was at central office and came to see me regarding this issue. He agreed that with plain speak some issues can be resolved before they become a problem.

- Mom called office as well as several other DDS staff seeking information on when specifically her son would be placed back in Connecticut. Son has been out of state for over one year and she is frustrated because even the provider out-of-state has told her that they are going to terminate his services.
1. The regional director wrote a very stern letter to the out-of-state provider reminding them that they cannot terminate services until a safe alternative is found in Connecticut. It seems that the facility is using mom as leverage to move him back to Connecticut.
  2. Spoke with ARD who gave me the whole story regarding why it was taking so long. Two regions are making every effort to find a viable alternative placement looking at temporary and more permanent options. Region has found a placement albeit one that does not fall within budget parameters. The private provider's proposal includes providing respite as well as placement. However, both regions do not agree with the private provider's desire to

ignore a DDS policy. The provider has requested to use a home they own for respite in one region while they try to locate a residence in another region.

3. Mom is very disturbed that DDS will not give her a date even a month when her son may be able to be placed in Connecticut. While the region had several conversations with mom and his return to Connecticut they were unable to give her specifics due to the nature of several factors that could not be discussed with her. At the time I spoke with her, understanding the sensitivity of the issue, I tried to rationalize to her why it seems like no one at DDS cared about the situation.
  - a. While the region does have a tentative date for placement they are continuing to work with the provider regarding their budget proposal.
  - b. Region will call mom with a more "permanent date" for placement.
- Mom called office to tell me that she had been contacted by a DDS voluntary services supervisor. The supervisor told her she had been approved to hire people and that a case manager would follow within a few weeks. DDS will then assess his needs by doing a level of needs assessment (LON). DDS spoke to mom and gave her an example of how the hours and the LON work.

Until then, mom can contact the help line and also request grant options.

- Son is left home alone while mom goes to work. This is the first time consumer has been home alone without a program to attend.

Mom is very upset with case manager because she feels she has not done enough to help find a placement for her son. Mom did not seem to know much about DDS and is relying wholly on what the case manager does and says to her.

Recently, her son was approached by some neighborhood, "punks" giving him some drugs and telling him to come back and see them when he wanted more. Fortunately, he immediately told mom who contacted authorities. Mom desperately wants a day program for her son who recently graduated. Mom is worried that the more time that he spends alone in the neighborhood the more he will be met by people who do not have his best interests in mind. I contacted the region not only because her son needed a day program but also because I am concerned with his safety.

1. Unfortunately, son just became eligible for services and missed the allocation for day programs. Region is looking into issue to see if they can find a possible appropriate day program.
  2. Asked if region could contact mom and let her know the specifics of placement especially a graduate.
- Contacted region spoke with ARD familiar with back story of issue presented to me. Mom, not Guardian, called office to request assistance in removing her son from a placement and back into her home. Mom has two younger sons and currently works as direct worker for private provider. Told mom about confidentiality and spoke to her in generalizations.
    1. Son was an emergency placement by DCF many years ago. After a period of time mom requested that he returns home. Judge refused because of risks at home that included lack of supervision.
    2. Told mom her only recourse was to become Guardian or co-Guardian. That way she could request, again that he move back into family home. However, this is not a guarantee.
    3. Spoke with DDS ARD familiar with case. They stated that there were many factors involved that would preclude "any" judge from placing individual back into family home.

*February 2012*

Areas of Concern

○ Case Management -	9
○ Case Management Requests -	4
○ Day Program –	4
○ Eligibility -	4
○ Funding/Budget -	4
○ Guardianship –	5
○ Health & Safety –	5
○ HIPAA -	1
○ Information/Referral –	19
○ Placement –	5
○ Birth to 3-	1
○ School District services-	1
○ Autism-	3
○ ADA inquiries	(..) not counted

ISSUES/CONCERN TOTAL –65

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