



DDS Council Monthly Report
August 2012

Meetings held and/or attended

- August 1st -CO Legal Department
- August 3RD -Eligibility Department
- August 7th -North Region, Regional Director
- August 7nd -Central Office Quality Improvement Director
- August 8th -Operations Division
- August 8th -West Region Assistant Regional Director
- August 9TH -N Regional Director
- August 13th -Department of Social Services
- August 13th -CO Psychiatrist
- August 14th -South Region, Individual Family Supports
- August 15th -Office of Protection and Advocacy
- August 15th -West Region, Regional Director
- August 15th -Commission on Human Rights, Commission Meeting
- August 17th -Gov.'s Coalition Scholarship Meeting
- August 20nd -Central Office, Legal Department
- August 20th -North Region, Assistant Regional Director
- August 21th -Quality Improvement Director
- August 21TH -Quality Improvement, Inspector
- August 23rd -West Region, Individual Family Supports
- August 26TH -Quality Improvement, Director
- August 28TH -Assistant Attorney General
- August 28th -North Region, Assistant Regional Director
- August 29th -South Assistant Regional Director

Concerns \ Issues

- The parents of young DDS stakeholder contacted office concerned and "keenly disappointed" that their child will not be assigned a case manager. DDS consumer is currently enrolled in school and parents believe that without an assigned case manager to act as a resource for them many opportunities will be missed and their child's maximum potential will not met in waiting until she's about to leave school.

The parents asked if I could act as an intermediary for them to receive certain information that they requested. They had spoken at length the case manager and did not believe they received accurate and thorough answers to their questions.

Some of the questions that the parents raised and wanted answers to were:

-Using the self help features of the DDS website is a starter but is insufficient.

-As parents they believe they do not have the expertise to evaluate their child's suitability for a particular program

-They believe that they do not have the knowledge of what programs are advisable - given their child's profile, they would expect to consult with a case manager to help us make such determinations.

-They believe that such consultations could be potentially significant in terms of their child's development.

Contacted the region, spoke with the assistant regional director. The ARD contacted the case manager supervisor and case manager.

UPDATE:

Findings-

Consumer was mistakenly assigned a case manager by central office eligibility. Region was unsure as to why assignments are made in region when indicated. DDS's policy for case managers when individuals are under 18 and not receiving waived services is for the Help Line to assist the family.

The two case managers assigned to the Help Line have significant knowledge and will be able to assist the family. Case manager who spoke with family will share the family's questions with the Help Line case managers so they can provide the family with the information they request.

Contacted family and told them that their child would receive case manager services when needed through the Help Line case managers. Impress upon them that they are very knowledgeable with the programs and services that their child would need now and in the future.

Family still not completely sold on the idea of a Help Line case manager.

- Family called office asking if I could assist in finding relative who received DDS services and resided at Newington Children's Hospital many years ago.

Sister who called office stated that her elderly mom who lived out of state was getting her affairs in order and wanted to know whether her daughter was still being cared for by DDS.

Asked sister if she or mother was Guardian -she stated that they had lost touch with sister after she moved from Newington.

Sister realized after long discussion that I could not release information that is confidential. Gave sister number to regional case manager supervisor.

Areas of Concern

○ Case Management -	5
○ Case Management Requests -	4
○ Day Program –	3
○ Eligibility -	5
○ Funding/Budget -	4
○ Guardianship –	4
○ Health & Safety –	4
○ HIPAA -	1
○ Information/Referral –	23
○ Placement –	5
○ Birth to 3-	1
○ School District services-	1
○ Autism-	3
○ ADA inquiries	(2) not counted

ISSUES/CONCERN TOTAL -63