



*DDS Council Monthly Report
November 2012*

Meetings held and/or attended

- November 2th -South Assistant Regional Director, IFS
- November 2st -DDS, Abuse Neglect Investigator
- November 3RD -Quality Improvement Director
- November 4th -CO Legal Department
- November 5th -North, Assistant Regional Director
- November 7^d -North Regional Director
- November 9th -North ARD, Case Manager Supervisor
- November 9th -Autism Director
- November 12TH -North Region, Case Manager Supervisor
- November 15th -LOB Public Hearing, Access to State Facilities for Persons with Disabilities
- November 15TH -West,, ARD
- November 16th -West Region, IFS
- November 16th -Assistant Attorney General
- November 19th -Central Office Legal
- November 19th -Quality Improvement Director
- November 20th -South, Regional Director
- November 20nd -South, Assistant Regional Director
- November 22th -Operations Department
- November 26th -South, Assistant Regional Director
- November 29TH -Ohio Ombudsman referral
- November 29th -CO Facilities Director

Concerns \ Issues

- Guardian contacted office concerned that they were not getting timely or any information regarding health issues and Dr. Appointments that were being attended by consumer. Also, at this time there is an ongoing neglect investigation.
 - The guardians might be counseled to allow DDS case manager to field questions from them and request for information. Contacted region asked if case manager supervisor who covers ICF issues can act as a go between for a while and speak with family about their concerns for a second medical opinion.
 - The guardians have every right to contact any and all medical providers directly; the timeliness, quality, or lack of response they receive, however, is totally out of DDS's control.
 - There is a communication disconnect between Guardian and private provider staff

- Family member from out-of-state, was living in Connecticut and was individual's Guardian, called concerned that paperwork for conservatorship for relative living in Connecticut was taking longer to very long to complete. During July a DDS case manager called to inform family that they were compiling a package to determine individual's LON for a new case manager. If consumer was denied a case manager DDS would file paperwork for court appointed conservator. Family had planned to file a petition at the probate court to appoint sister-in-law who lives locally as conservator and be issued power of attorney for medical and financial matters. Usually, this would take 3 to 4 weeks. This process was now approaching four months.

Family was very concerned because sister-in-law cannot make any real time decisions regarding individual's health she can only make Dr. Appointment's for consumer without knowing the results of tests or follow-ups.

-Contacted region asked if they could follow up on conservatorship paperwork. Region called back stated that family was correct paperwork was filed but at the time it was filed the court had changed the type of documents needed and DDS promised to follow through with the correct paperwork to rectify the change.

Called family let them know that the process was now moving forward in the right direction.

- Received call from family asking what type of services Camp Harkness provides and who are the private providers involved with the campers.

-The camps at Camp Harkness are run by three different private providers. The Arc of New London County, Oakhill, and UCP of Greater Hartford. The Arc runs one week of overnight camp for youth and one week of extended day camp. Oakhill runs two one week sessions for youth and one for teens. UCP has not been running youth camp weeks for the last couple of years. The camps run for 7-9 weeks.

All other weeks are for adults but depending on needs and abilities, they can accept up to four campers who are under the age of 21 each session. Camp Harkness and the camps run out of Camp Harkness are for all types of disabilities. The camps try to match people by need and ability each session and are not inclusive at this time. The sessions go from Sunday afternoon until Friday afternoon.

- Relative from out-of-state called to alert me to the fact that mom is the sole caregiver for her son, who receives services from DDS, has been diagnosed with an illness that will prohibit her from maintaining the level of care she is providing now and what is the process if the individual needs to be placed outside of the home .

-After going through the confidentiality issues, which she understood, I suggested that when mom is able she call the case manager immediately to let her know the current circumstances.

Called mom who stated that the region does know and has known for years that her son would be needing placement but she is not ready to allow it while she is still able to provide care.

Spoke with region again who stated that they knew that mom was not ready to go through process let alone listen to possible placements.

I spoke with sister told her that without mom's approval the process was stuck in neutral. Sister stated that she was going to come up to Connecticut and see for herself how things were going and if she needed speak with mom.

- Individual from Ohio is planning on moving to Connecticut with son who has intellectual disabilities and receives services in Ohio. Months ago they asked for eligibility information but did not fill it out. They called my office to ask for a list of private providers so they can begin choosing which one would be best for son.

--I told him that DDS services were not an entitlement and that there was a whole process that needed to be completed before they were able to receive DDS services and supports. Just because they receive services in Ohio does not mean the services are portable to Connecticut. Also, before eligibility is granted they needed to establish residency in Connecticut. Individual thanked me for telling them this because they had planned on moving here expecting services to be provided once they arrived.

I gave them the eligibility Department number and recommended that they speak with someone in eligibility for more specifics before making the move.

Recommendation:

In keeping with the new vision of the Department of Developmental Services, I thought it would be appropriate to change the wording of my mission statement to reflect this change. The original mission statement was written in 2002. Feedback is welcome concerning this change. Please feel free to change or add anything to the new mission.

Subject: Ombudsman's New Mission Statement

Old Mission Statement:

The Independent Office of the Ombudsperson for Developmental Services works on behalf of consumers and their families to address complaints or problems regarding access to services or equity in treatment.

New Mission Statement

The Office of the Ombudsman works in partnership with individuals, families and other stakeholders to address their shared challenges with the Department of Developmental Services in a comprehensive, coordinated, systematic, and effective manner.

Areas of Concern

- Case Management - 7
- Case Management Requests - 2
- Day Program – 4
- Eligibility - 3
- Funding/Budget - 4
- Guardianship – 4
- Health & Safety – 3
- HIPAA - 3
- Information/Referral – 25
- Placement – 4
- Birth to 3- -
- School District services- -
- Autism- 2
- ADA inquiries (-) not counted

ISSUES/CONCERN TOTAL -61