



DDS Council Monthly Report
December 2012

Meetings held and/or attended

- December 3th -North Assistant Regional Director, IFS
- December 3rd -Audit Department
- December 3RD -Quality Improvement Inspector
- December 4th -CO Facilities Director
- December 5th -North, Assistant Regional Director
- December 5^d -Department of Social Services
- December 7TH -West Assistant Regional Director
- December 10th -Quality Improvement Director
- December 10TH -CO Legal Department
- December 11th -Assistant Attorney General
- December 12th -Operations Department
- December 12th -Quality Improvement Director
- December 13th -South, Regional Director
- December 14nd -South, Assistant Regional Director
- December 19th -West Nurse Coordinator
- December 19th -West Assistant Regional Director

Concerns \ Issues

- Individual e-mailed office, asking what the protocol was to reinstate his DDS services. Individual stated that he was homeless and was tired of worrying where to sleep and eat each day.

I asked individual if he needed any medical attention and if he was safe. I asked approximately when the last time he received services from DDS was and whether he could remember the name of a case manager and/or city he was residing in when he had last received services.

There was no individual, under spelling given, listed in e-Cameras as active or inactive.

Replied back to individual's e-mail regarding what I had found and gave him a list of Department of Social Services services and supports for the homeless. I also gave him a list of the independent living centers in the state.

In addition, gave individual the name of case manager supervisor in region he is currently residing just in case he had been with DDS.

Also, told him that he could contact me at anytime if he still needed assistance.

- Guardian called office concerned that present provider may not be providing the supports that their daughter needs and whether or not they could change to another provider.

Spoke with family about options that are available to them. After lengthy discussion with family, they decided to ask provider all pertinent questions regarding their daughter's supports and wait until after IPP to decide whether or not to make changes.

-After family spoke with provider at IPP, they were able to resolve some of the most important issues that they had and, for now, are going to stay with current provider.

- Family member, Guardian called to tell me that they had asked for and were denied the names of all med certified employees in their daughter's residence. The family stated that they believe their daughter has not been taking her medication and stated that they had found pills under her bed.

I asked the Guardian if they had spoken to the house manager regarding the medication that was found under the bed. I stated that if they believe that staff is just leaving the medication on the dresser they should speak with the house manager and ask how the medications are dispersed. Tell the house manager you believe someone needs to witness the individual taking the medication. Finally, if they believe that this is a health and safety issue they can call The Office of Protection and Advocacy.

- West region referred individual to office regarding another instance where a doctor would not evaluate an individual who has ID and autism for their regularly scheduled yearly checkup. As with a similar instance, the doctor stated that they should go to the emergency room. The date was December 19th.

I had worked with this family many times previously and spoke with them at length on phone regarding this occurrence. Family wanted to make a complaint and asked who they should call. I told them they could make a complaint regarding the Dr. to the Department of Public Health licensing division. The father stated that he would like the information and I e-mailed him all information needed.

Areas of Concern-

○ Case Management -	3
○ Case Management Requests -	1
○ Day Program -	3
○ Eligibility -	2
○ Funding/Budget -	3
○ Guardianship -	3
○ Health & Safety -	3
○ HIPAA -	3
○ Information/Referral -	19
○ Placement -	3
○ Birth to 3-	-
○ School District services-	-
○ Autism-	2
○ ADA inquiries	(-) not counted

ISSUES/CONCERN TOTAL -45