



## **ELIGIBILITY FOR DDS SERVICES**

Apply for DDS services by obtaining an application online at our DDS website at [www.ct.gov/dds](http://www.ct.gov/dds) [Select “eligibility services”] or call our Statewide Eligibility Unit toll free at:

**1-866-433-8192**



## **State of Connecticut DEPARTMENT OF DEVELOPMENTAL SERVICES**



## **Individual and Family Support Resources and Helpline Information**



**Providing assistance to individuals who are eligible for DDS services and reside at home with families or independently**

**Visit us at [www.ct.gov/dds](http://www.ct.gov/dds)**

## ***Who is eligible for Individual and Family Support Resources?***

DDS is comprised of 3 Regions Statewide— North, South and West. Each DDS Region has their own resource team. Resources from the Individual and Family Support Resource Team are available to individuals who reside at home with their families, regardless of whether or not they have a DDS Case Manager. Allocation of services and supports are contingent primarily upon existing family resources and DDS availability, although other factors may also be considered.

**There are two ways to access IFS Resources in this brochure:**

1. If an individual is already eligible for services from DDS and does not have an assigned DDS Case Manager, they should contact the **DDS Helpline** in their Region for assistance.
2. If an individual has a **DDS Case Manager**, they should call them to request information or a referral for services or supports outlined in this brochure.

## ***The DDS Helpline—Who should use it?***

**The DDS Helpline** was established statewide to provide assistance to individuals and families who do not have an assigned DDS Case Manager.

This applies to individuals who:

- ▶ Are already eligible for services from the Department of Developmental Services (DDS)
- ▶ Do not have a Case Manager because they are not on Adult Medicaid Husky C for the blind, aged and disabled. They may have Husky A,B or D or other managed care or private insurance only.

## ***How does the Helpline work?***

Each Region has established regional toll free numbers to screen calls and answer questions from families without case management services. Callers will be asked for specific information to forward it to the appropriate DDS employee to assist them. If callers are unable to reach someone directly when they call the helpline, when leaving a message, please make certain that the reason for the call is indicated, as well as the caller’s name, phone number and the name of the individual you are calling about. This will assist in having calls returned promptly.

Please understand that due to confidentiality, DDS cannot speak to callers about individuals, nor verify that they are eligible for services from the Department, unless they are a guardian for the individual, or an authorization to release information to the caller is on file with us.

For more information on the Department of Developmental Services and our services offered through the lifespan, visit our website at: [www.ct.gov/dds](http://www.ct.gov/dds)

Click on “New Family Website” to guide you through your search.

### **DDS NORTH REGION**

**Location: East Hartford Office  
1-877-437-4577**

**Email: [DDS.NR.ifshelpline@ct.gov](mailto:DDS.NR.ifshelpline@ct.gov)**

### **DDS SOUTH REGION**

**Location: New Haven Office  
1-877-437-4567**

**Email: [DDS.SR.ifshelpline@ct.gov](mailto:DDS.SR.ifshelpline@ct.gov)**

### **DDS WEST REGION**

**Location: Cheshire Office  
1-877-491-2720**

**Email: [DDS.WR.ifshelpline@ct.gov](mailto:DDS.WR.ifshelpline@ct.gov)**



## AVAILABLE RESOURCES

Resources can be requested by DDS eligible individuals through their DDS Case Manager. If no case manager is assigned, individuals should call the DDS Helpline in their Region. Resources are not entitlements and are subject to availability in the Region in which the individual resides.



### **DDS RESPITE CENTERS**

Respite centers offer pre-planned overnight stays from Thursday through Monday. Stays are scheduled based upon family need, appropriate peer groupings, availability of dates and space, and existing resources. Families must have an initial visit to the Respite Center and complete profile information on the individual, as well as obtain doctor's orders, prior to any stay.

### **IFS GRANTS**

Individual and Family Support (IFS) grants can be requested for one-time expenses **related to an individual's disability** that cannot be covered by other resources. They are subject to the availability of funds and the health and safety needs of the individual. Family resources are taken into account in allocating all grant requests.

**IFS grants are not intended for routine or ongoing supports and services.**

# **INDIVIDUAL AND FAMILY SUPPORT RESOURCE TEAM SERVICES & SUPPORTS**

## **TRANSITION ADVISORS**

Beginning as early as age 16: School to work transition is a partnership which brings together the student, family, school personnel and agency representatives to assist the student to prepare and plan successfully for adult life. Transition Advisors provide support, consultation and resource information to assist the student through the transition years and beyond.



## **FAMILY SUPPORT ASSISTANCE**

Family Support Staff assist families by providing supports to accommodate both individual and family needs. Family support services are not intended for ongoing or routine care needs. Services may include supports due to changes in the individual's physical, mental or emotional status. Supports may also be requested for assistance needed in direct relation to caregiver age or ability to provide care for the individual, while other permanent supports and services can be coordinated. Interim supports may be provided when there are extenuating circumstances and all other resource opportunities have been exhausted.

Examples of supports can include respite, teaching social skills, activities of daily living (ADL) skills, assistance with medical appointments, facilitating initial access to community resources, modeling behavioral techniques, recreation, or assistance in completing forms for access to ongoing supports and community resources.

## **CLINICAL SUPPORTS & SERVICES**

Clinical supports such as nursing or speech consultation, behavioral or psychological supports, may be available and vary by Region. Supports may include direct services from DDS specialists or direct referrals to agencies or individuals contracted to provide services to families. Service consultation may also include assistance in referrals to community-based providers such as home health agencies, or community-based clinicians for more permanent access to needed individualized supports. Contact your region for available supports and services.



## **ASSISTANCE ACCESSING BENEFITS AND ENTITLEMENTS**

Families may request assistance in order to complete applications and in filing for necessary benefits and entitlements from other agencies which may include:

- ⇒ Guardianships
- ⇒ Social Security Disability Income
- ⇒ Adult Medicaid – Husky C
- ⇒ Other requested assistance

