

Eligibility and Services

- * Must be currently eligible for DDS through the DDS application and eligibility approval process.
- * Must live in own home or family home
- * Should not be in immediate danger (if so call 911)
- * Individual and family needs can be met by family support workers
- * Setting is safe for family support workers
- * Services are intended to be short term only - not for ongoing service needs
- * May be used in connection with Immediate Protective Service Plans through the Abuse Investigation Division
- * Services are not available to provide back up to staff working for providers or for Self-Direction



Situations That May Require Enhanced Family Support

- * Inappropriate or Challenging Behavior
- * Loss or incapacitation of a primary caregiver
- * Changes in physical or mental health status requiring enhanced care
- * Individual is homeless
- * Abuse or Neglect investigations
- * Stressors resulting in changes to family dynamics
- * Urgent need for hourly respite
- * Preventative measures to avoid hospitalization
- * Assistance identifying and accessing additional community resources

Who/When to call:

During Business Hours contact your DDS Case Manager.

If no Case Manager is assigned call the DDS Helpline

DDS NORTH REGION

Help Line 1-877-437-4577

Email: dds.nr.ifshelpline@ct.gov

DDS WEST REGION

Help Line 1-877-491-2720

Email: dds.wr.ifshelpline@ct.gov

DDS SOUTH REGION

Help Line 1-877-437-4567

Email: dds.sr.ifshelpline@ct.gov

After Hours/Weekends Call 211

For Acute Emergencies Call 911



Helping Families Enhance Their Lives





What is Individual and Family Support?

DDS Individual and Family Support Staff assist families by providing supports to accommodate both individual and family needs with the goal of ensuring family preservation. Services may include supports due to changes in the individual's physical 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.

What is Enhanced Family Support (EFS)?

Enhanced Family Support allows for access to Family Support on evenings and weekends until 8:30 pm and can be obtained through your Case Manager or the DDS helpline during the regular business hours or by calling the Infoline 211 outside of regular business hours.

Requests for support during weekend and evenings are made through accessing the 211/Infoline system. 211/Infoline staff will determine whether a situation is an acute emergency requiring 911 response, or whether mobile crisis will be activated. Adult mobile crisis is offered through the Department of Mental Health and Addiction Services (DMHAS), or for children through Youth Mobile Crisis Intervention Services. The crisis clinician, as part of their assessment may recommend that the individual be referred to DDS support. They will contact the DDS Enhanced Family Support team who will work with the family/individual to assess eligibility and to determine how best to meet their needs.

The team will work with the individual/family to determine their needs, develop a plan and may assign a family support staff to assist whenever appropriate. Services are provided by trained DDS staff with extensive experience working with adults and children served by or eligible for DDS. The EFS team may also recommend other community resource options to meet the individual and family need.

The EFS team may recommend follow up with DDS Clinical supports if needed such as nursing, speech consultation, behavioral or psychological supports. 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.



For 211, DMHAS, and DCF Mobile Crisis staff

Upon responding to a call or on site assessment of an individual with an Intellectual/Developmental Disability who is experiencing an emergency life situation or significant personal or family stress, the person should reach out to their DDS Case Manager (if one is assigned).

If the person does not have a DDS Case Manager, they can call the DDS Helpline
Monday - Friday 8:00am - 4:30pm

After regular business hours your staff can contact the Enhanced Family Support team at 860-418-8709
Monday - Friday 3:00pm - 8:30pm,
and weekends 10:00am - 8:30pm and they can assist.

Examples of common EFS situations:

- * Emergency hospitalizations for psychiatric or behavioral reasons
- * Housing instability
- * Reported Abuse and Neglect or an Immediate Protective Service Plans
- * Criminal charges, Release of forensic cases from prison or jail to the community
- * Caregivers asking for help in behavioral or medical care of family member with a disability
- * Individuals placed in independent living situations who do not have sufficient supports
- * Death, sickness or incapacity of primary caregiver
- * Aging caregiver no longer able to provide support