

WRITTEN RESPONSE TO THE OFFICE OF THE INSPECTOR GENERAL

Name of Service Provider: CCAR Industries Director: [REDACTED] OIG Case No. 1217-0594

I. For this case, was there a finding of substantiated allegations?  Yes  No  
 Were there Other Observations, requiring a Written Response?  Yes  No

II. NOTICE TO INDIVIDUAL AND LEGAL GUARDIAN (for substantiated cases). The individual and guardian (if a guardian exists) have been notified that the reported allegation was substantiated.  Yes  No Date: January 8, 2018

RECEIVED

DHS

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III. SERVICE PROVIDER=S RESPONSE TO OIG FINDINGS/RECOMMENDATIONS.

DIRECTIONS FOR EACH COLUMN (Please use additional pages of this form if necessary to complete the report.)

- X SERVICE PROVIDER=S RESPONSE. Summarize your action for each finding/recommendation.
- X PERSON RESPONSIBLE. Identify the person(s) responsible for each action, by name and/or job function.
- X DATES. Provide the date(s) when each action will be (1) initiated and (2) completed.

DIVISION OF  
DEVELOPMENTAL DISABILITIES

FINDINGS/RECOMMENDATIONS	SERVICE PROVIDER RESPONSE	PERSON(S) RESPONSIBLE	IMPLEMENTATION/COMPLETION
<p>The allegation of neglect is unsubstantiated against [REDACTED]. The allegation of neglect is unsubstantiated against [REDACTED]. The allegation of neglect is <u>substantiated</u> against <u>CCAR Industries</u>.</p> <p><b>Recommendations</b>                      OIG recommends the following:                      The agency review and develop a clear plan to train all staff on the specific needs of individuals prior to providing care to the individuals.</p>	<p><i>(see attached)</i></p>		

IV. APPROVAL BY AUTHORIZED REPRESENTATIVE. I have reviewed the above Written Response. I hereby approve it as the plan for correcting the Findings/Recommendations identified in the OIG investigation for this Case Number.

SIGNATURE: [REDACTED]	DATE: <u>2/6/2018</u>	[REDACTED]	DATE: <u>2/8/18</u>
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CCARH...

31-JUN-18; 04:11 PM

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FINDINGS/RECOMMENDATIONS	SERVICE PROVIDER RESPONSE	PERSON(S) RESPONSIBLE	DATES FOR IMPLEMENTATION/ COMPLETION
<p>The allegation of neglect is unsubstantiated against [REDACTED]. The allegation of neglect is unsubstantiated against [REDACTED]. The allegation of neglect is substantiated against CCAR Industries.</p> <p><b><u>Recommendations</u></b></p> <p>OIG recommends the following:</p> <p>The agency review and develop a clear plan to train all staff on the specific needs of individuals prior to providing care to the individuals.</p>	<ol style="list-style-type: none"> <li>As part of training all new hires, the DSP will be required to review and sign off on a consumer checklist outlining key components of consumer care before working on OJTs at a CILA or DT site.</li> <li>During the first OJT rotation at each DT or CILA site, the House Manager or QIDP will review with the DSP the applicable Implementation Strategy, Behavior Plan and chart documentation for the individuals with whom the DSP will assisting in providing care.</li> <li>Each week the QIDPs will schedule and communicate to DSPs a time that they will be available at the CILAs to answer questions or provide additional training about consumer needs and changes to the Implementation Strategy. The QIDP will also coordinate with the CILA House Managers times when they both will be present. (Note: QIDPs are housed at DT program sites which provides access to DT staff</li> </ol>	<p>[REDACTED]</p> <p>House Mgr/QIDPs</p> <p>House Mgr/QIDPs</p>	<p>Completed 2/5/18</p> <p>Starting 2/5/18 On-going</p> <p>Starting 2/5/18 On-going</p> <p>Starting 2/5/18 On-going</p>