

WRITTEN RESPONSE TO THE OFFICE OF THE INSPECTOR GENERAL

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JAN 11 2019

DIVISION OF
DEVELOPMENTAL DISABILITIES

NAME OF SERVICE PROVIDER: Christian Social Services of Illinois (Caritta's)

DIRECTOR: [REDACTED]

OIG CASE NO. 1318-0205

I. For this case, was there a finding of substantiated allegations? Yes No (SUBSTANTIATED NON-EGREGIOUS NEGLECT)
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: 10/4/18

III. SERVICE PROVIDER'S RESPONSE TO DIG 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.

FINDINGS/RECOMMENDATIONS	SERVICE PROVIDER RESPONSE	PERSON(S) RESPONSIBLE	IMPLEMENTATION/COMPLETION	
<p>Based on the facts in this case, the following was concluded: The allegation of neglect is substantiated against [REDACTED] and [REDACTED].</p> <p>The Office of the Inspector General recommends that the agency address the late reporting of the allegation and take necessary steps to ensure this does not occur again. The incident was allegedly discovered on December 14, 2017, but it was not reported until December 15, 2017, which is a violation of 20ILCS 1305/1-17(k).</p>	<p>To address the issue of late reporting that was exposed in the given case, the CILA Program plans to use methodology that treats the problem in a systemic way.</p> <ul style="list-style-type: none"> • As the delayed reporting could be a symptom of deficiencies in training, the program plans to hold OIG Rule 50 training every six months instead of on an annual basis. Administration will oversee the continued annual training of Rule 50, which will also now include a testing of recall on reporting methodology. The additional training will be administered and overseen by the acting House Managers (DSP supervisors). • In addition to this training, program administration will also ensure that Rule 50 procedures are posted in a clearly visible location within each CILA home, as well as posting a memo within each home specifying the use of these written procedures for all future incidents. • Staff found guilty of neglect were terminated immediately after incident for job abandonment and client neglect. 	<p>[REDACTED]</p> <p>[REDACTED]</p>	<p>3/1/2018 -</p> <p>10/10/2018</p>	<p>Ongoing</p> <p>10/10/2018 DSP Travis- 12/18/2017 DSP Lewis- 12/19/2017</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.

[REDACTED]	DATE: 1-10-19	[REDACTED]	DATE: 1.11.19
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