

WRITTEN RESPONSE TO THE OFFICE OF THE INSPECTOR GENERAL

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DHS

AUG 21 2018

NAME OF SERVICE PROVIDER: Progress Management, Inc. [REDACTED]

OIG CASE NO. 1318-0184

DIVISION OF
DEVELOPMENTAL DISABILITIES

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: 8/15/18

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.

FINDINGS/RECOMMENDATIONS	SERVICE PROVIDER RESPONSE	PERSON(S) RESPONSIBLE	IMPLEMENTATION/COMPLETION	
Based on the facts in this case, the following was concluded: The allegation of neglect is substantiated against [REDACTED]	[REDACTED] was terminated due to violation of company policy.	[REDACTED]	11/25/17	11/25/17

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] Authorized Representative	DATE: 8/15/18	DHS Review: [REDACTED]	DATE: 8/21/18
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