

WRITTEN RESPONSE TO THE OFFICE OF INSPECTOR GENERAL

Name of Service Provider: **Rimland Services**

Director: [REDACTED]

OIG Case No.: **1617-0347**

I. For this case, was there a finding of substantiated allegations? Yes No
 Were there Other Observations by OIG, 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: **March 1, 2018**

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

RECEIVED
DHS

APR 03 2018

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

SERVICE PROVIDER'S RESPONSE. Summarize your action for each finding/recommendation.

PERSON RESPONSIBLE: Identify the person(s) responsible for each action, by name and/or job function.

DATES: Provide the date(s) when each action will be (1) initiated and (2) completed.

DIVISION OF
DEVELOPMENTAL DISABILITIES
DATES FOR

OIG FINDINGS/RECOMMENDATIONS	SERVICE PROVIDER RESPONSE	PERSON(S) RESPONSIBLE	IMPLEMENTATION/COMPLETION	DATES FOR COMPLETION
The allegation of neglect, as defined by Title 59, Illinois Administrative Code, Part 50, Chapter 1, Section 50.10, against [REDACTED] is substantiated.	[REDACTED] was terminated on 12/18/16. termination related to this case	[REDACTED]	12/18/16	12/18/16
The Office of the Inspector General recommends Rimland Services address: The late report of the allegation of neglect which is a violation of 20 ILCS 1305/1-17(k). Willful failure to comply with OIG's reporting requirements is a Class A misdemeanor. Provide adequate staffing for its CILAs.	This was not called into OIG late, it was called in on 12/18/16 at 4:01 pm by [REDACTED] please see attachment #1 and #2 as proof. please see attached summary #3	[REDACTED]	12/18/16	12/18/16
Provide adequate staffing for its CILAs.	please see attached summary #3	see #3 attached summary	see #3 attached summary	see #3 attached summary

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: Authorized Representative [REDACTED]	DATE: 3/15/18	DHS Review: [REDACTED]	Date: 3/15/18
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SUMMARY #3

OIG Finding/Recommendation:

Provide adequate staffing for it's CILAA's.

Service Provider Response:

Rimland continuously provides adequate staffing however when there are times out of our control such as DSP call-offs, illness' and "no-shows" and all back-up options have been eliminated Rimland will put into effect an Emergency procedure in which either the individuals located at the home needing coverage will be transported to the nearest CILA home where staff coverage is available. If this option is not available the home needing staff coverage will be covered by an AED sending over a staff from a different home who currently has 2 or more DSP's on shift. In short either the clients will be distributed to another CILA for 24 hour supervision or a DSP will be transfered form one home to another to the 24 hour supervision is not interrupted. If both these options are not available a Rimland AED will call 911.

Rimland's Emergency Policy/Procedure has been updated to reflect this change.

Person (s) Responsible:

All Client Services AED's to make decision in such emergency situations and AED of Compliance to update policy/procedure.

Dates for implementation/completion:

March 20, 2018 and on-going.