

Report in Brief

Date: July 2018

Report No. A-05-17-00028

U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES
OFFICE OF INSPECTOR GENERAL



Why OIG Did This Review

We conducted health and safety reviews of Head Start grantees, regulated childcare facilities, and family adult foster care homes in Minnesota. The reviews in Minnesota identified multiple health and safety issues, and we chose the Elderly Waiver program (the program) to determine whether there may be similar health and safety risks affecting vulnerable adults receiving services in Illinois certified adult day service centers (centers). The program funds home and community-based services, such as services received at a center, for individuals aged 65 and older or those 60 through 64 who are physically disabled and would otherwise require the level of care provided in a nursing home.

Our objective was to determine whether Illinois complied with Federal waiver and State requirements in overseeing centers that serve vulnerable adults who receive services through the program.

How OIG Did This Review

Of the 76 centers in Illinois where vulnerable adults received services through the program for the quarter ended March 2017, we selected 20 centers for our review. We selected at least 1 center from 12 of the 13 geographical service areas throughout the State. We conducted unannounced site visits from July 20 through September 18, 2017.

Illinois Did Not Comply With Federal Waiver and State Requirements at 18 of 20 Adult Day Service Centers Reviewed

What OIG Found

Illinois did not comply with Federal waiver and State requirements in overseeing centers that serve vulnerable adults who receive services through the program. We determined that 18 of the 20 centers we reviewed did not comply with 1 or more State requirements. Specifically, we found 105 instances of noncompliance with health and safety and administrative requirements.

Illinois officials said that most instances of noncompliance occurred because center personnel did not have sufficient training on State requirements. Although the State offers initial training to new centers, more State-led training is needed for established centers.

What OIG Recommends and Illinois Comments

We recommend that Illinois ensure that the 105 instances of noncompliance with health and safety and administrative requirements identified in this report are corrected, review training opportunities available to centers that provide services to vulnerable adults and improve or increase them as needed, consider developing templates for administrative records Illinois requires, and work with Community Care Program care coordinators and the centers to establish an integrated plan of care in coordination with the entire care team.

Our draft report identified 111 instances of noncompliance. In written comments on our draft report, Illinois concurred with our first recommendation with respect to 105 of the 111 instances of noncompliance but did not concur with respect to the remaining 6 instances. After reviewing Illinois' written comments and actions taken on these six instances, we removed the instances from our findings and first recommendation. Additionally, Illinois described seven corrective action strategies to remediate the findings moving forward. Illinois concurred with our remaining three recommendations and provided information on actions that it plans to take to address them.