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**FOR IMMEDIATE RELEASE**

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REPORT OF FINDINGS  
ELISABETH LUDEMAN DEVELOPMENTAL CENTER- 10-040-9016  
HUMAN RIGHTS AUTHORITY- South Suburban Region

[Case Summary— The Authority substantiate the complaint as presented; the public record on this case is recorded below. A provider response is not included in the public record.]

## INTRODUCTION

The South Suburban Regional Human Rights Authority (HRA) has completed its investigation into an allegation regarding Elisabeth Ludeman Developmental Center (ELDC), a state-operated facility located in Park Forest. This facility has a residential population of approximately 397 individuals and provides a wide range of services to persons with developmental disabilities. According to the complaint, the facility failed to adequately investigate the loss of a resident's property. If substantiated, this allegation would violate the Mental Health and Developmental Disabilities Code (the Code) (405 ILCS 5/2-102 [a]) and the Illinois Administrative Code (77 Ill. Admin. Code 350.3210 [g] and 350.3330 [a]) requirements for Intermediate Care Facilities for the Developmentally Disabled.

## METHODOLOGY

To investigate the complaint, the allegation was discussed with the Facility Interim-Director and the Unit Director at the South Suburban Regional Authority public meeting. The complaint was discussed with the resident's father. Sections of the resident's record were reviewed with guardian consent. The HRA's written request for the resident's property sheets and Ludeman's grievance policy were discussed with the facility's Health Information Administrator. The facility's policy regarding inventory of residents' clothing was also reviewed.

## COMPLAINT STATEMENT

The complaint stated that the resident's jacket disappeared shortly after the item was purchased in June 2009. The facility's staff reportedly told the resident's parents that he was not wearing the jacket upon returning from his day training program managed by another agency. In January 2010, the resident's coat came up missing, and his day training agency was blamed again for the missing item. His parents requested that the facility conduct an investigation into his missing coat. They were subsequently informed that the resident was wearing a peer's coat when

he returned from his day program. According to the complaint, the resident's day training agency denied the facility's assertions.

## FINDINGS

According to the record, the 47-year old resident has lived at the facility since 1978. His diagnoses included Bipolar Disorder, Autistic Disorder and Profound Mental Retardation. He attends a day training program managed by another agency. There were no property inventory sheets or documentation of missing belongings found in the resident's record. Ludeman's Interim-Director told the HRA that residents' property is inventoried at admission, quarterly and upon discharge.

According to the staff interviewed, the facility conducted an investigation after the resident's guardian informed them that his jacket and coat were missing. The facility reportedly was not successful in locating the resident's missing items but determined that he was wearing another peer's coat upon returning from his day training program both times. The HRA was informed that the resident's guardian had refused to accept the facility's \$53.00 offer to replace his belongings. There was no documentation of the facility's investigation concerning the resident's missing belongings or the monetary offer found in his record. According to Ludeman's Health Information Administrator, the facility's investigation reports are not part of the resident's record, and they are maintained in a separate file. She speculated that the Unit Director or Supervisor may have conducted the investigation if this was done.

During the investigation, the resident's father provided the HRA with two receipts (totaling \$52.87) to support the missing items. His father confirmed that he had refused the facility's monetary offer to replace the resident's belongings. He explained that the money was not important, but he wanted some procedures to be put in place to prevent the problem from reoccurring. According to the Facility Interim-Director, the resident's day training agency now has a picture of each client above their coats on the rack.

The facility's "Clothing Inventory" policy (Revised on June 2003) states the primary staff will complete the inventory by the 14-day staffing for a new admission or initiate a new form prior to the annual review process. The form shall be completed at any time during the year, if a large amount of clothing is purchased and prior to discharge or transfer. More frequent clothing inventories may be conducted if determined by the Residential Supervisor or Unit Director as necessary. The form may also be used to update clothing purchased by a guardian or as a tracking mechanism for home visits, etc. Completed forms are maintained by the Residential Supervisor, and a copy is mailed to the guardian.

According to the facility's Health Information Administrator, Ludeman might not have a grievance policy.

## CONCLUSION

Section 5/2-102 (a) of the Mental Health Code guarantees all recipients of services that adequate and humane care and services shall be provided pursuant to a treatment plan.

According to the Administrative Code Requirements for Long Term Care Facilities Section 350.3210 (g), the facility shall develop procedures for investigating complaints concerning theft of residents' property and shall promptly investigate all such complaints. (Section 45/2-103 of the Nursing Home Care Act (NHCA)).

According to Section 350.3330 (a), the facility shall establish written policies and procedures to implement the responsibilities and rights provided in Article of the Act. The policies shall include the procedure for the investigation and resolution of resident complaints under the Act.

The HRA was not able to determine what kind of property the resident had because of the lack of inventory sheets, which violates the facility's Clothing Inventory policy. We are pleased that the facility was willing to resolve this issue although the settlement offer was not accepted by the resident's family member. To correct the problem and to prevent further occurrences, Ludeman administration said that the resident's day training agency has a new procedure. Residents' pictures are reportedly displayed above their coats on the rack. The Facility Interim-Director said that an investigation was done concerning the resident's missing items, but his record does not support this.

The Authority substantiates the complaint that the facility failed to adequately investigate the loss of a resident's property. Ludeman is required to have written policies for investigating complaints concerning theft of residents' property and complaint resolution under the Administrative Code Sections 350.3210 (g) and 350.3330 (a), but the facility was not able to provide the HRA with copies of them.

#### RECOMMENDATIONS

1. Ludeman shall follow its Clothing Inventory policy concerning documentation of residents' property.
2. The facility shall develop a policy for investigating complaints regarding theft of residents' property pursuant to the Administrative Code Section 350.3210 (g).
3. The facility shall comply with written procedures for the investigation and resolution of resident complaints under the Administrative Code Section 350.3330 (a).
4. Document all complaints regarding loss of residents' belongings in their records.
5. Provide the HRA with documentation that this complaint was discussed with the appropriate staff members.

#### SUGGESTION

1. When appropriate, consider treatment planning to help recipients learn to manage their own personal property as much as possible.