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**FOR IMMEDIATE RELEASE**

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MILLENNIUM GARDENS  
REPORT OF FINDINGS 11-040-9005 and 11-040-9006  
HUMAN RIGHTS AUTHORITY— South Suburban Region

[Case Summary— The Authority made corrective recommendations regarding two of five allegations that were accepted by the service provider. The public record on this case is recorded below; the provider did not request that its response be included as part of the public record.]

## INTRODUCTION

The South Suburban Regional Human Rights Authority (HRA), a division of the Illinois Guardianship and Advocacy Commission has completed its investigation into allegations concerning Millennium Gardens. Located in Chicago Heights, Millennium Gardens manages four (4) Community Integrated Living Arrangements with a total population of 24 residents. The agency is also owned and operated by its Executive Director.

In case #11-040-9005 the complaint alleged that the agency: 1) did not provide a resident's guardian with financial and personal records upon request, 2) shared information with the resident's family member without his guardian's consent, and, 3) did not provide safeguards for the resident's personal property.

In case #11-040-9006 the complaint alleged that the agency: 1) shared the resident's personal health information without consent, and, 2) did not return the resident's personal property upon his discharge.

If substantiated, these allegations would violate the Mental Health and Developmental Disabilities Confidentiality Act (740 ILCS 110/4 and 110/5), the Illinois Administrative Code (CILA Rules) (59 Ill. Admin. Code 115.220 [e] [13] and 115.250 [c]), the Illinois Probate Act (755 ILCS 5/11a-18) and the Mental Health and Developmental Disabilities Code (405 ILCS 5/2-104 [c]).

## METHODOLOGY

A site visit to Millennium Gardens was conducted at which time the agency's Executive Director and a Qualified Support Professional were interviewed. The complaint was discussed with the agency's representatives in closed session at several of the South Suburban Regional Authority public meetings. Sections of the adult resident's record and a copy of his Guardianship Order, dated December 10<sup>th</sup>, 2008, were reviewed with consent. This order appoints

guardianship over the resident's personal care and finances. The complaint was discussed with the resident's guardian. Relevant agency policies were also reviewed.

#### COMPLAINT SUMMARY Case #11-040-9005

The complaint stated that the agency failed to provide the resident's legal guardian with financial and personal records concerning the eligible person as requested in December 2008. There were reportedly ongoing problems with getting records from the agency that continued until the resident was discharged in 2010. Her record request included: 1) monthly bank statements and receipts for expenditures of \$2.00 or more, 2) a list of the resident's medical appointments prior to all visits, and 3) a copy of the resident's medical card including other documents. It was reported that the guardian opened another checking account for the resident because of unsubstantiated withdrawals, overdrafts and costly monthly maintenance fees.

#### FINDINGS

##### Financial and Personal Records

According to the record, the resident was placed in the agency's Community Integrated Living Arrangements program in 2002. He was diagnosed with Moderate Mental Retardation and Seizure Disorder. He attended a Senior Services day training program managed by another agency. His annual physical examination was completed by his assigned primary physician on January 19<sup>th</sup>, 2009. A yearly follow up or as needed visit was recommended, but the guardian instructed that the assigned primary physician should no longer be involved in his care. She told the staff that the resident should be seen by another primary physician identified in the record. On January 26<sup>th</sup>, 2009, the agency sent the newly appointed guardian consent forms for her review and signature. A form to review the resident's record and a copy of the individual's rights for the guardian's file were reportedly included with the letter.

When the resident's treatment plan was reviewed on February 3<sup>rd</sup>, 2009, the guardian requested the eligible person's bank account number because she wanted to be listed as his legal guardian on his account. She told the residential and day training agency staff members that they could get a copy of the guardianship order from a governmental agency located in Chicago for their record if needed. The Qualified Support Professional explained that a copy of the order is usually provided to the residential agency by the guardian and then forwarded to the day training program. She informed the staff that she had recorded the meeting for her attorney and would sign some of the consent forms received from the agency. The guardian was informed that meetings should not be recorded without prior consent of all parties under confidentiality laws. She would receive the requested information after signed consents were returned. Her directive regarding the resident's previous primary physician was acknowledged by the staff. The guardian reportedly agreed to the plan developed on that day.

There was no indication regarding when the agency received a copy of the guardianship order found during the record review or clear documentation of the guardian's record request in 2008 as alleged in the complaint. For 2009 and 2010, the HRA reviewed many correspondences regarding the guardian's requests for personal and financial documents, and the agency's efforts to meet them. We note that some of the written communications were unclear and lacked copies

of the actual documents reportedly faxed to the guardian; some of the dates were changed, and some of them were faxed to the guardian more than one time.

A letter (the document was not dated) addressed to the agency from the guardian stated that she had previously requested copies of the following: 1) the resident's medical records from 2007 through the present, 2) all current medications including vitamins, the reasons for them, and the prescribing physician's name, 3) all social assessments and behavioral issues identified by the agency and workshop, 4) bank account numbers including balances, 5) the resident's Social Security check every month and the person's name endorsing his check, 6) the resident's Medicaid and Medicare cards, 7) names of all physicians and staff members overseeing his care, and, 8) all scheduled medical appointments and laboratory work. According to the letter, the agency was directed to send the above records within a reasonable time frame. It was also recorded that documents requested by the agency were enclosed but a few of them were not signed because the guardian did not understand why they were needed. The consent forms attached to the letter were signed by the guardian and the Qualified Support Professional on February 1<sup>st</sup> and March 3<sup>rd</sup>, 2009 respectively.

It was documented that the resident's annual hearing and dental examinations, completed in early 2009, required follow up for possible hearing loss, and dental fillings and extractions. In March, the guardian took the resident to another audiologist who recommended an audio assistance device. There was excessive earwax found during the visit, although his ears had been cleaned by the physician who had completed his annual hearing examination. The guardian requested a list of all scheduled medical appointments and procedures, and physician's names prior to the visits. A copy of all orders, prescriptions, and recommendations were also requested. As before, she instructed that the resident should only be seen by the physician of choice for his primary medical needs. The record contained several letters written by the guardian that clearly indicated that she was upset because her requests for the administration of over-the-counter medication were not followed by the staff after his second visit to an audiologist. She wrote that the eardrops had been recommended for excessive earwax; she had given the eardrops twice to the staff, but the medication was not administered. She said that she was not informed that a physician order was needed until some unspecified time later. She had not received the documents requested in February, although the agency told her that they had been sent. The agency was directed by the guardian to comply with her request by May 1<sup>st</sup> 2009, and there was evidence in the record that physician's orders and progress notes, and a medical report were provided to the guardian on April 29<sup>th</sup>, 2009. Also, a letter from the audiologist clarified that the eardrops were only recommended.

By documentation, the guardian was informed about the resident's scheduled medical appointments for April and May by phone and fax on April 28<sup>th</sup> and May 12<sup>th</sup>, 2009 respectively. According to a letter, a form would be faxed to the guardian for her signature regarding future services to ensure that they were being provided as requested. The same letter was also faxed to the guardian on May 26<sup>th</sup>, 2009, but the form was not found in the record. The guardian reportedly approved all medical appointments for July, but there was no clear indication how she was informed about the resident's medical visits in August, October and November. It was recorded that he did not have any medical appointments in June, September and December of 2009.

When the resident's treatment plan was reviewed on July 10<sup>th</sup>, 2009, the guardian inquired about the fees paid by the Illinois Department of Human Services to the eligible person's community day training agency. The Prescreening Worker explained that the fees were listed in the award letter provided upon the resident's admission to Millennium Gardens. She inquired about the \$20.00 withdrawn monthly from the resident's checking account, his \$50.00 monthly personal allowance from Social Security Income, and his upcoming vacations. The staff were informed that the resident's banking institution would no longer mail his bank statements to the agency, but they would be sent to the guardian and then forwarded to the agency. The Qualified Support Professional explained that \$20.00 is the lowest denomination that can be withdrawn from an ATM (cash machine). He reportedly used the \$20.00 to buy sodas, snacks, and for community outings with his day program staff. It was noted that he earned less than \$1.00 each year at his day training program. His plan clearly recorded that the guardian asked the residential and workshop staff members to provide receipts for expenditures if more than \$1.00.

On July 10<sup>th</sup>, 2009, the guardian was informed by letter that the resident's Social Security check covered his rent, light, gas, telephone, water, hair cut and clothing. The agency's Executive Director's letter repeated that the resident receives \$50.00 for personal allowance and that the \$20.00 was for snacks at his workshop. On the following month, the guardian was informed that the agency was planning on taking the resident out-of-state for vacation from September 1<sup>st</sup> through the 5<sup>th</sup>. The fee was \$200.00 for lodging, and \$100.00 for spending that included a \$14.57 admission ticket to another theme park. And, the money for the trip would be taken from his account. Three months later, the guardian was informed that \$140.00 had been withdrawn from his bank account because the cost of the trip was less than initially reported. The new fee was \$129.62; \$10.00 to attend a wrestling match and .38 cents was given to the eligible person.

A review of the resident's bank statements showed a consistent \$50.00 monthly deposited amount for personal allowance from December 24<sup>th</sup>, 2008 through August 24<sup>th</sup>, 2009, except for one month. There was no monthly deposited amount for personal spending for September, but \$50.00 was deposited twice in October. For 2009, there were forty-eight withdrawals reflected on his banking statements that included ten transactions of \$20.00, and \$140.00 on November 3<sup>rd</sup>. There were no receipts for expenditures found in the record for 2009. The July 10<sup>th</sup> letter previously mentioned stated that \$14.38 for medication and \$20.00 for the carnival was withdrawn from his account in May and July respectively. His services plans recorded that he went on outings and participated in many activities with his day training program. For February 2010, a banking statement showed an overdraft of \$9.50 plus a \$35.00 service charge. There were no more banking statements found in the record for that same year.

According to the record, the resident's annual physical examination was completed by the primary physician of choice on January 21<sup>st</sup>, 2010. On that next month, a copy of the resident's services plan and medical report were sent to the guardian, per her request during the resident's treatment staffing on January 25<sup>th</sup>, 2010. His dental appointment was rescheduled due to a home visit with his guardian, and he was later hospitalized for psychiatric reasons. The guardian reportedly was given notice concerning the resident's medical appointments scheduled for

January, March and April 2010 as requested. A copy of the resident's medical card was faxed to the PAS Agent on April 15<sup>th</sup>, 2010. The agency attempted to fax copies of the resident's medical, social security, and State Identification card to the guardian on that next day. The HRA is unclear whether the documents were faxed again. For May, the resident reportedly did not have any scheduled medical appointments, and the guardian instructed that further appointments should not be made because of his pending transfer to another agency.

On July 19<sup>th</sup>, 2010, a letter addressed to the agency from the guardian stated that she had requested itemized expenditures many times, but she had received receipts for only April and May, 2010. The letter asserted that the guardian had been requesting this information since guardianship was granted in December 2008. She reportedly had asked for a copy of the resident's medical appointments on June 24<sup>th</sup>, 2010, and a copy of the individual's six-month evaluated services plan. According to the letter, the agency's Executive Director had inquired about the resident's check on July 16<sup>th</sup>, 2010, and the guardian told the PAS Agent that his check would not be given to the agency until her requests were met. Additionally, the guardian's letter referenced that financial information was needed because she must account for the resident's Social Security check as his representative payee. Documentation indicated that the requested personal records above were sent to the guardian on July 21<sup>st</sup> and August 13<sup>th</sup>, 2010 respectively.

When the complaint was discussed with Millennium Gardens' administration, the staff said that the resident had been a client of the agency for eight years. The HRA was informed that the resident's guardian refused to give the agency a copy of the guardianship order. The agency reportedly received a copy of the order from the resident's day training program in March or April 2009, but there was no indication of when the agency received the document found in the record. The Qualified Support Professional said that the guardian never requested to view the resident's record, but she wanted a copy of his entire record. The investigation team was informed that the agency tried to meet the guardian's requests for records, but she usually claimed that she did not receive the information sent by the provider.

According to the staff, the guardian's consent was obtained prior to the resident's out-of-state trip in September 2009. The investigation team was informed that \$140.00 was withdrawn from his account for the trip. The fee reportedly was \$129.92 for lodging, he paid \$10.00 to attend a wrestling match, and the balance of \$.38 was given to him. The agency's credit card was reportedly used to pay for all clients' fees concerning the trip in lieu of cash, but the guardian would not accept a receipt written by the agency detailing his expenses. She reportedly wanted to know what each client had paid for the trip and was informed about confidentiality. According to the Qualified Support Professional, the resident's guardian started requesting receipts for expenditures in 2010. On questioning, the agency reportedly was not provided with monthly banking statements after the guardian opened another checking account for the resident in early 2010.

Millennium Gardens "Residential Services" policy states that clients will receive assistance concerning personal finances based upon their needs and desires. They will also receive training to enhance or maintain independence in economic self sufficiency. It states that training and/or assistance will be provided in budgeting money, banking, paying bills and making purchases. All services are individualized according to the client's needs. According to

the policy, clients will receive \$50.00 from Social Security Income for personal spending at the beginning of each month. They will have access to their money as requested and funds can be deposited in their banking account if not used. Clients who receive income from working will be offered assistance in making deposits and withdrawals as needed. A guardian will be offered information regarding the individual's checking and/or savings account upon request.

## CONCLUSION

The Illinois Probate Act Section 5/11a-17 states that the personal guardian shall make provision for the ward's support, care, comfort, health, education and maintenance.

According to the Mental Health and Developmental Disabilities Confidentiality Act,

Section 110/4 states that, the parent or guardian shall be entitled, upon request, to inspect and copy a recipient's record. Whenever access or modification is requested, the request and any other action taken thereon shall be noted in the recipient's record.

According to the CILA Rules Section 115.220 (e) (13) of the Illinois Administrative Code,

The community support team shall be directly responsible for working with the individual and parent(s) and/or guardian to convene special meetings of the team when there are issues that need to be addressed as brought to the attention of the team by the individual, parent(s) and /or guardian.

According to the agency's rights statement, clients have the right to be involved in their financial and other personal affairs to the extent described in their services plan.

The staff reported that the resident's personal records were provided to the guardian as requested. There was evidence found in the record that the resident's scheduled medical appointments, physician's orders, medical report, and other personal records were provided. According to the Qualified Support Professional, the resident's guardian started requesting receipts for expenditures in 2010. However, the resident's treatment plan and a letter written by the guardian recorded her requests for receipts on July 10<sup>th</sup>, 2009 and June 9<sup>th</sup>, 2010. There were many withdrawals from the resident's checking account in 2009, but there were no receipts for expenditures found during the record review. Documentation indicated that the guardian was provided with some receipts for 2010. A letter written by the guardian found in the record stated that she was given receipts for April and May, 2010. The HRA understands that purchases from a vending machine will not have receipts for verification but businesses such as restaurants do provide them. We also note the staffs' efforts to meet the guardian's many requests for records might have placed a burden on the agency.

The complaint that the agency did not provide the resident's guardian with financial and personal records upon request, is substantiated only in regards to financial records. This violates

the Mental Health and Developmental Disabilities Confidentiality Act Section 110/4, and the agency's policy and rights statement. The Authority finds no clear violations of CILA Rules Section 115.220 (e) (13).

## RECOMMENDATIONS

1. Include in residents' records the date when guardianship orders are received.
2. Millennium Garden shall follow the Mental Health and Developmental Disabilities Confidentiality Act Section 110/4, and the agency's policy and rights statement by providing financial records upon request and noting the request in the record.

## COMPLAINT SUMMARIES Case #11-040-9005 and 11-040-9006

The complaint stated alleged that the Executive Director discussed the resident's care with his sister without the guardian's consent. And, she told the resident's brother that the eligible person was going to be placed on the streets because of non-payment for his care. Another staff person allegedly shared the resident's medical history with his new agency after the guardian had revoked her written consent. The complaint stated that the resident's brown suede coat, which had disappeared shortly after the item was purchased in December 2009, was still unaccounted for upon his discharge from the agency on August 28<sup>th</sup>, 2010. It was further reported that the resident's Illinois Link Card was not returned at discharge, and that the home staff spent all of his \$157.00 food stamps benefit for September 2010.

### Confidentiality and Personal Property

There was no documentation of communications between the agency's Executive Director and the resident's other family members found in the record. The February 4<sup>th</sup>, 2009 letter previously mentioned addressed to the agency from the guardian's attorney reaffirmed that she was the only family member authorized to make decisions about the resident. The letter suggested that other people were interfering in the resident's care and that all decisions should be discussed with his guardian only. The letter further directed Millennium Gardens to take any steps necessary including removing anyone who disrupts the resident's care from the agency's premises. The HRA did not follow up with the resident's family members concerning the complaint because their contact information was not provided as requested.

A report written by the Qualified Support Professional detailed that the guardian sought another home for the resident without the staffs' knowledge. It stated that the staff discovered that the resident's home visit was actually on an overnight pre-placement visit when the receiving agency called for personal health records in April 2010. According to the report, the receiving agency was informed that consent to release information was needed. A letter was faxed to the guardian regarding the consent process because she continued to call the PAS Agent and did not return calls from the residential staff until a few weeks after the incident had occurred. The record contained a form authorizing Millennium Gardens to release copies of the resident's assessments, evaluations and medical information to the receiving agency signed by the guardian

on April 21<sup>st</sup>, 2010. The guardian's consent also included oral communications between the agencies.

According to a "Client Discharge Summary" report, the resident was transferred to the receiving agency on August 28<sup>th</sup>, 2010. It was noted that the guardian told the Qualified Support Professional that the resident's suede winter coat valued at \$200.00 was missing. The staff person wrote that a search for his missing item would be done at his previous home and workshop. His record lacked any indication of personal belongings during his stay at the agency or items returned on the discharge day. The HRA reviewed a letter of revocation for sharing personal health information with the receiving agency and other family members dated October 22<sup>nd</sup>, 2010. When the letter was faxed to the agency is unclear but documentation suggested that this was done on October 25<sup>th</sup>, 2010.

A March 23<sup>rd</sup>, 2011 letter addressed to the Prescreening Agency stated that the home staff had inadvertently spent the resident's food stamps post-discharge from the agency. It was documented that the resident's coat and a money order for the eligible person's Link funds were enclosed with the letter. These items were sent to the Prescreening Agency as proof of return, and the guardian had requested that the residential agency should have no further contact with the resident or the receiving agency. A money order for \$157.00 and a shipping receipt were attached to the letter.

When the complaint was discussed with the agency's administration, the Executive Director denied sharing information with the resident's sister as the complaint alleged. She also denied leaving a message for the resident's brother concerning discharging the eligible person to the streets. She said that the guardian usually found some reason for not signing the resident's check over to the agency for his care. The Qualified Support Professional acknowledged that she shared personal health information with the receiving agency's nurse after the resident was discharged from Millennium Gardens. She explained that the guardian's letter of revocation was received after the last communication with the receiving agency was made. However, this communication was not found during the record review.

The staff asserted that the resident's suede coat was too small. They explained that the resident's coat was not returned on the discharge day because the item had been stored in another closet in the home. According to the staff, the guardian did not answer the agency's calls after his coat was found. They reported that an investigation was conducted regarding the resident's Link card after the agency received the HRA's opening letter concerning the complaint. The investigation team was informed that the staff person did not know that the resident had been discharged from the agency when she went grocery shopping with his food stamps. She reportedly believed that the resident was with his guardian on a home visit. According to the staff, the resident's coat and a money order for \$157.00 payable to the eligible person were sent to the Prescreening Agency because the guardian had requested that the agency should not contact the resident or his new staff. The staff reported that the guardian did not file a written grievance with the agency.

The guardian disagrees with the staffs' assertion that the resident's suede coat was too small. She said that the resident tried on the coat at the store and was wearing the item when he



returned to the agency from a home visit. The coat reportedly disappeared shortly after the item was purchased. According to the guardian, the resident's suede coat was never returned, but the agency sent him an inexpensive corduroy coat. She reportedly did not contact Millennium Gardens concerning the replacement coat because she would like to put this issue behind her. She confirmed that the resident was reimbursed for his Link funds that were improperly used by the agency.

According to Millennium Gardens "Confidentiality" policy and client rights statement, all records and communication shall not be disclosed except as provided by the Mental Health and Developmental Disabilities Confidentiality Act. A release of information is required for all disclosures.

The agency's residential services policy does not mention the use of Link cards in the home.

## CONCLUSION

According to the Mental Health and Developmental Disabilities Confidentiality Act,

Section 110/5 (a) states that, records and communications may be disclosed to someone other than those persons entitled listed in Section 4 of this Act only with the written consent of those persons who are entitled to inspect and copy a recipient record pursuant to Section 4 of this Act.

According to Section 5/2-104 (c) of the Code and the agency's rights statement, all lawful property must be returned at discharge.

According to the CILA Rules Section 115.250 (c) of the Illinois Administrative Code, Individuals or guardians shall be permitted to present grievances and to appeal adverse decisions of the agency and other service providers up to and including the authorized agency representative.

The HRA found no clear evidence that the agency's staff shared protected health information with the resident's family member although the guardian's attorney's letter suggested that other relatives interfered in his care. The complaint was not discussed with the resident's family members because the guardian was unable to provide their contact information. A staff person acknowledged sharing information orally with the receiving agency after the resident was discharged from Millennium Gardens on August 28<sup>th</sup>, 2010. She said that the guardian's written consent was still valid. The record contained a release for sharing written and oral information with the receiving agency signed by the guardian on April 21<sup>st</sup>, 2010. The release was valid for one year. The guardian's letter of revocation for sharing information with the outside agency suggested that the agency received the document on October 25<sup>th</sup>, 2010. The release was valid for one year, but the staff person's last communication with the outside agency as reported above was not found in the record.

The Authority cannot substantiate the complaint that the agency shared information with the resident's family member and personal health information with the receiving agency, without his guardian's consent. No clear violations of the Mental Health and Developmental Disabilities Confidentiality Act Section 110/5 (a), and the agency's policy and rights statement regarding confidentiality were found.

According to the staff, the resident's food stamps were inadvertently used to buy groceries for the CILA after he was discharged from the agency. The Authority notes that the Illinois Department of Human Services allow sharing of residents' Link funds within CILA settings, but they must be spent for the benefits of all consumers in the home. The resident's coat and a \$157.00 money order to replace his food stamps were reportedly mailed to the Prescreening Agency on March 23, 2011. The guardian confirmed that the resident received the money order, but she said that the agency sent a different coat. The HRA is unable to determine whether the coat returned was different than the item purchased by the guardian. We also note that there was no property log concerning his belongings found in the record.

The complaint that the agency did not return the resident's property upon his discharge from the agency is substantiated, since the agency is unable to demonstrate by documentation that the coat they returned belonged to the resident. This violates Section 5/2-104 (c) of the Code and the agency's rights statement regarding property. No violations of Section 115.250 (c) of the CILA Rules were found.

#### RECOMMENDATION

1. Ensure that all lawful property is returned at discharge under Section 5/2-104 (c) of the Code and the agency's rights statement.

#### SUGGESTIONS

1. The agency should consider developing a form to record residents' personal property.
2. Document in residents' records all communications with outside agencies.

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## **RESPONSE**

**Notice: The following page(s) contain the provider response. Due to technical requirements, some provider responses appear verbatim in retyped format.**

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116 North Normandy Drive, Chicago Heights, Illinois 60411  
Telephone: 708-754-5089/Fax: 708-754-4920

Date: 2/2/2012

To: Human Rights Authority

Re: Corrective Actions and Comments

HRA CASE NO. 11-040-9005 AND 11-040-9006

#### Recommendation

1. Ensure that all lawful property is returned at discharge under Section 5/2-104 of the Code and the agency's rights statement

#### Corrective Action

1. The agency will ensure that all items are returned at discharge when possible. A log of items returned will accompany the discharge summary.

**Comments:** We do request written notice 30 days prior to discharge as stated in our discharge process. This will give us time to pack prepare discharge meetings, going away parties and necessary closure actions. We were not given any notice of discharge. It was initially done under the pretence of a home visit. This individual resided at Millennium Gardens for 8 years and had items in seasonal storage as well as general storage.

#### Recommendation

2. Include in residents' records the date when guardianship orders are received
3. Millennium Gardens shall follow the Mental Health and Developmental Disabilities Confidentiality Act Section 110/4, and the agency's policy and rights statement by providing financial records upon request and noting the request in the record.

#### Corrective Action

2. The date of receipt of guardianship orders will be documented in the record.



116 North Normandy Drive, Chicago Heights, Illinois 60411  
Telephone: 708-754-5089/Fax: 708-754-4920

3. Noting date of receipt of guardianship orders, request of financial records and dates of all actions to respond will become part of the policy addressing the record of the person served. The policy is currently being revised and will be implemented by 4/1/12

**Comments:** Implementing these actions will help us to provide documentation supporting all compliance to The Mental Health and Developmental Disabilities Confidentiality Act Section 110/4 and Our Policies and Procedures.

Velinda Flores  
Name Executive Director

2/10/12

Date



116 North Normandy Drive, Chicago Heights, Illinois 60411  
Telephone: 708-754-5089/Fax: 708-754-4920

Date: 6/13/2012

To: Human Rights Authority

Re: Addendum to Corrective Actions and Comments dated  
2/2/12

HRA CASE NO. 11-040-9005 AND 11-040-9006

In an effort to effectively make changes for improvement of services at Millennium Gardens we have incorporated some corrective actions that if were in place could have eliminated some procedural deficiencies.

As part of the ISP process documenting the date of receipt of guardianship orders, and financial request is the responsibility of the lead QMRP along with all other systematic record noting and recording. That has been discussed in detail and in reviewing the pertinent policy it was determined that these procedure is currently summarized in the Records of the person served policy and does not warrant a revision.

It was found necessary to develop a new policy on Link card management, and revise the discharge forms to reflect all inventory controls including clothing and link card transfers. Please add these additional actions to our original corrective actions.

Thank You,

Twila Pearson  
Program Director

A handwritten signature in black ink that reads "Twila Pearson". The signature is written in a cursive, flowing style.



## All Staff Programming Meeting 2/6/2012

Facilitators: Twila Pearson, Program Director

### Minutes:

This meeting was to discuss basic programming needs, required improvements, and safety issues. The importance of consistently learning more about the individuals served, program training, and review of previous trainings Rule 115/ Rule 50. The Managing Link Card Benefits policy was reviewed in addition to proper procedures, documentation, and inventory checklist for Individual discharge. Bedroom checks were listed as a priority following the morning departure of all individuals to ensure that all televisions and electronics are off. A review of each residence's fire extinguisher placement, how to ensure the fire detector is properly working, safety hazards, natural disasters, and emergency evacuation special provisions were discussed. The activity and community integration were reviewed and ideas were submitted by staff for future community integration outings and activities based off feedback from the individuals served. Further, questions arose from staff regarding completing the Participant Progress Note Checklist. An overview was completed and staff reminded to read the memo at each residence provided by the QIDP in the previous month. All staff members were also encouraged to continue to call Barbara Hayes for any residential concerns and Shanita Burden for any programming concerns.

Begin Time: 10:00am

End Time: 11:45am