**Section 686.1220 Certification of Day Habilitation Agency Providers**

a) With the submission of an application to HSP, a provider described in Section 686.1200(a)(1) shall be evaluated by representatives of DHS.

b) The provider service program shall be in operation for a period of one year prior to application.

c) DHS shall apply the standards set forth in Sections 686.1230 and 686.1240 to the provider.

d) DHS shall contact the provider to arrange the evaluation date and time that is convenient for all parties, provide written confirmation of that date and time, and explain the on-site evaluation procedure.

e) During the evaluation process, the DHS representative may review case records, program descriptions and documents, and may interview staff and Customers to ensure that standards are being met.

f) DHS shall hold an exit interview with the provider. The interview shall identify areas in which the provider does and does not comply with Sections 686.1230 and 686.1240.

g) A written report of the results of the certification evaluation shall be sent to the provider within 30 calendar days. The results may indicate that remediation is needed to address noncompliance with Sections 686.1230 and 686.1240.

1) If remediation is indicated, the provider shall submit a corrective action plan (CAP) to DHS within 30 calendar days after receipt of the report. The CAP shall identify how the provider will comply with areas of Sections 686.1230 and 686.1240 in which the provider was found noncompliant. The CAP shall include time frames for the remediation.

A) Upon acceptance of the CAP, DHS shall notify the provider of the decision to certify the program and services offered by the provider for two years if compliance with the standards are met.

B) If the provider fails to submit a CAP and/or is unable to institute a plan satisfactorily in compliance with the standards of Sections 686.1230 and 686.1240, DHS shall notify the provider in writing of the decision not to certify the provider.

2) Further application for habilitation certification shall not be accepted by HSP until at least one year after the date of the previous habilitation certification denial.

3) The provider has the right to appeal the certification evaluation by submitting an appeal request in writing to the Bureau Chief of the Home Services Program. Appeal requests must be filed within 30 days after the certification evaluation results are received by the provider. The Bureau Chief shall conduct a review of the facts and shall, within 15 working days, provide a written decision to the provider.

4) If the provider is not satisfied with the decision of the Bureau Chief, the provider may request review of the Bureau Chief's decision by the Director of DHS-DRS. The request must be in writing and received by the DHS-DRS Director within 10 working days after the date the decision was rendered by the Bureau Chief. The decision of the DHS-DRS Director shall be final.

(Source: Added at 43 Ill. Reg. 2133, effective January 24, 2019)