

1 AN ACT concerning State government.

2 **Be it enacted by the People of the State of Illinois,**  
3 **represented in the General Assembly:**

4 Section 5. The Department of Human Services Act is amended  
5 by changing Section 1-17 as follows:

6 (20 ILCS 1305/1-17)

7 Sec. 1-17. Inspector General.

8 (a) Nature and purpose. It is the express intent of the  
9 General Assembly to ensure the health, safety, and financial  
10 condition of individuals receiving services in this State due  
11 to mental illness, developmental disability, or both by  
12 protecting those persons from acts of abuse, neglect, or both  
13 by service providers. To that end, the Office of the Inspector  
14 General for the Department of Human Services is created to  
15 investigate and report upon allegations of the abuse, neglect,  
16 or financial exploitation of individuals receiving services  
17 within mental health facilities, developmental disabilities  
18 facilities, and community agencies operated, licensed, funded  
19 or certified by the Department of Human Services, but not  
20 licensed or certified by any other State agency. It is also the  
21 express intent of the General Assembly to authorize the  
22 Inspector General to investigate alleged or suspected cases of  
23 abuse, neglect, or financial exploitation of adults with

1 disabilities living in domestic settings in the community under  
2 the Abuse of Adults with Disabilities Intervention Act.

3 (b) Definitions. The following definitions apply to this  
4 Section:

5 "Agency" or "community agency" means (i) a community agency  
6 licensed, funded, or certified by the Department, but not  
7 licensed or certified by any other human services agency of the  
8 State, to provide mental health service or developmental  
9 disabilities service, or (ii) a program licensed, funded, or  
10 certified by the Department, but not licensed or certified by  
11 any other human services agency of the State, to provide mental  
12 health service or developmental disabilities service.

13 "Aggravating circumstance" means a factor that is  
14 attendant to a finding and that tends to compound or increase  
15 the culpability of the accused.

16 "Allegation" means an assertion, complaint, suspicion, or  
17 incident involving any of the following conduct by an employee,  
18 facility, or agency against an individual or individuals:  
19 mental abuse, physical abuse, sexual abuse, neglect, or  
20 financial exploitation.

21 "Day" means working day, unless otherwise specified.

22 "Deflection" means a situation in which an individual is  
23 presented for admission to a facility or agency, and the  
24 facility staff or agency staff do not admit the individual.

25 "Deflection" includes triage, redirection, and denial of  
26 admission.

1 "Department" means the Department of Human Services.

2 "Developmentally disabled" means having a developmental  
3 disability.

4 "Developmental disability" means "developmental  
5 disability" as defined in the Mental Health and Developmental  
6 Disabilities Code.

7 "Egregious neglect" means a finding of neglect as  
8 determined by the Inspector General that (i) represents a gross  
9 failure to adequately provide for, or a callused indifference  
10 to, the health, safety, or medical needs of an individual and  
11 (ii) results in an individual's death or other serious  
12 deterioration of an individual's physical condition or mental  
13 condition.

14 "Employee" means any person who provides services at the  
15 facility or agency on-site or off-site. The service  
16 relationship can be with the individual or with the facility or  
17 agency. Also, "employee" includes any employee or contractual  
18 agent of the Department of Human Services or the community  
19 agency involved in providing or monitoring or administering  
20 mental health or developmental disability services. This  
21 includes but is not limited to: owners, operators, payroll  
22 personnel, contractors, subcontractors, and volunteers.

23 "Facility" or "State-operated facility" means a mental  
24 health facility or developmental disabilities facility  
25 operated by the Department.

26 "Financial exploitation" means taking unjust advantage of

1 an individual's assets, property, or financial resources  
2 through deception, intimidation, or conversion for the  
3 employee's, facility's, or agency's own advantage or benefit.

4 "Finding" means the Office of Inspector General's  
5 determination regarding whether an allegation is  
6 substantiated, unsubstantiated, or unfounded.

7 "Health care worker registry" or "registry" means the  
8 health care worker registry created by the Nursing Home Care  
9 Act.

10 "Individual" means any person receiving mental health  
11 service, developmental disabilities service, or both from a  
12 facility or agency, while either on-site or off-site.

13 "Mental abuse" means the use of demeaning, intimidating, or  
14 threatening words, signs, gestures, or other actions by an  
15 employee about an individual and in the presence of an  
16 individual or individuals that results in emotional distress or  
17 maladaptive behavior, or could have resulted in emotional  
18 distress or maladaptive behavior, for any individual present.

19 "Mental illness" means "mental illness" as defined in the  
20 Mental Health and Developmental Disabilities Code.

21 "Mentally ill" means having a mental illness.

22 "Mitigating circumstance" means a condition that (i) is  
23 attendant to a finding, (ii) does not excuse or justify the  
24 conduct in question, but (iii) may be considered in evaluating  
25 the severity of the conduct, the culpability of the accused, or  
26 both the severity of the conduct and the culpability of the

1 accused.

2 "Neglect" means an employee's, agency's, or facility's  
3 failure to provide adequate medical care, personal care, or  
4 maintenance and that, as a consequence, (i) causes an  
5 individual pain, injury, or emotional distress, (ii) results in  
6 either an individual's maladaptive behavior or the  
7 deterioration of an individual's physical condition or mental  
8 condition, or (iii) places the individual's health or safety at  
9 substantial risk.

10 "Physical abuse" means an employee's non-accidental and  
11 inappropriate contact with an individual that causes bodily  
12 harm. "Physical abuse" includes actions that cause bodily harm  
13 as a result of an employee directing an individual or person to  
14 physically abuse another individual.

15 "Recommendation" means an admonition, separate from a  
16 finding, that requires action by the facility, agency, or  
17 Department to correct a systemic issue, problem, or deficiency  
18 identified during an investigation.

19 "Required reporter" means any employee who suspects,  
20 witnesses, or is informed of an allegation of any one or more  
21 of the following: mental abuse, physical abuse, sexual abuse,  
22 neglect, or financial exploitation.

23 "Secretary" means the Chief Administrative Officer of the  
24 Department.

25 "Sexual abuse" means any sexual contact or intimate  
26 physical contact between an employee and an individual,

1 including an employee's coercion or encouragement of an  
2 individual to engage in sexual behavior that results in sexual  
3 contact, intimate physical contact, sexual behavior, or  
4 intimate physical behavior.

5 "Substantiated" means there is a preponderance of the  
6 evidence to support the allegation.

7 "Unfounded" means there is no credible evidence to support  
8 the allegation.

9 "Unsubstantiated" means there is credible evidence, but  
10 less than a preponderance of evidence to support the  
11 allegation.

12 (c) ~~(a)~~ Appointment, ~~powers and duties.~~ The Governor shall  
13 appoint, and the Senate shall confirm, an Inspector General.  
14 The Inspector General shall be appointed for a term of 4 years  
15 and shall function within the Department of Human Services and  
16 report to the Secretary ~~of Human Services~~ and the Governor.

17 (d) Operation and appropriation. The Inspector General  
18 shall function independently within the Department ~~of Human~~  
19 ~~Services~~ with respect to the operations of the Office ~~office,~~  
20 including the performance of investigations and issuance of  
21 findings and recommendations. The appropriation for the Office  
22 of Inspector General shall be separate from the overall  
23 appropriation for the Department ~~of Human Services~~.

24 (e) Powers and duties. The Inspector General shall  
25 investigate reports of suspected mental abuse, physical abuse,  
26 sexual abuse, ~~or~~ neglect, or financial exploitation of

1 individuals ~~(as those terms are defined by the Department of~~  
2 ~~Human Services) of patients or residents~~ in any mental health  
3 or developmental disabilities facility or agency ~~operated by~~  
4 ~~the Department of Human Services~~ and shall have authority to  
5 ~~investigate and~~ take immediate action to prevent any one or  
6 more of the following from happening to individuals under its  
7 jurisdiction: mental abuse, physical abuse, sexual abuse,  
8 neglect, or financial exploitation. ~~on reports of abuse or~~  
9 ~~neglect of recipients, whether patients or residents, in any~~  
10 ~~mental health or developmental disabilities facility or~~  
11 ~~program that is licensed or certified by the Department of~~  
12 ~~Human Services (as successor to the Department of Mental Health~~  
13 ~~and Developmental Disabilities) or that is funded by the~~  
14 ~~Department of Human Services (as successor to the Department of~~  
15 ~~Mental Health and Developmental Disabilities) and is not~~  
16 ~~licensed or certified by any agency of the State. The Inspector~~  
17 ~~General shall also have the authority to investigate alleged or~~  
18 ~~suspected cases of abuse, neglect, and exploitation of adults~~  
19 ~~with disabilities living in domestic settings in the community~~  
20 ~~pursuant to the Abuse of Adults with Disabilities Intervention~~  
21 ~~Act (20 ILCS 2435/). At the specific, Upon written request of~~  
22 an agency of this ~~the~~ State, ~~other than the Department of Human~~  
23 ~~Services (as successor to the Department of Mental Health and~~  
24 ~~Developmental Disabilities),~~ the Inspector General may assist  
25 another agency of the State ~~cooperate~~ in investigating reports  
26 of the abuse, ~~and~~ neglect, or abuse and neglect of persons with

1 mental illness, ~~or~~ persons with developmental disabilities, or  
2 persons with both. To comply with the requirements of  
3 subsection (k) of this Section, the ~~The~~ Inspector General shall  
4 also review all reportable deaths for which there is no  
5 allegation of abuse or neglect. Nothing in this Section shall  
6 preempt any duties of the Medical Review Board set forth in the  
7 Mental Health and Developmental Disabilities Code. ~~have no~~  
8 ~~supervision over or involvement in routine, programmatic,~~  
9 ~~licensure, or certification operations of the Department of~~  
10 ~~Human Services or any of its funded agencies.~~

11 (f) Limitations. The Inspector General shall not conduct an  
12 investigation within an agency or facility if that  
13 investigation would be redundant to or interfere with an  
14 investigation conducted by another State agency. The Inspector  
15 General shall have no supervision over, or involvement in, the  
16 routine programmatic, licensing, funding, or certification  
17 operations of the Department. Nothing in this subsection limits  
18 investigations by the Department that may otherwise be required  
19 by law or that may be necessary in the Department's capacity as  
20 central administrative authority responsible for the operation  
21 of the State's mental health and developmental disabilities  
22 facilities.

23 (g) Rulemaking authority. The Inspector General shall  
24 promulgate rules establishing minimum requirements for  
25 reporting allegations as well as for ~~of abuse and neglect and~~  
26 initiating, conducting, and completing investigations based



1 upon the nature of the allegation or allegations. The  
2 ~~promulgated~~ rules shall clearly establish ~~set forth~~ that if in  
3 ~~instances where~~ 2 or more State agencies could investigate an  
4 ~~allegation of abuse or neglect,~~ the Inspector General shall not  
5 conduct an investigation that would be ~~is~~ redundant to, or  
6 interfere with, an investigation conducted by another State  
7 agency. ~~The rules shall establish criteria for determining,~~  
8 ~~based upon the nature of the allegation, the appropriate method~~  
9 ~~of investigation, which may include, but need not be limited~~  
10 ~~to, site visits, telephone contacts, or requests for written~~  
11 ~~responses from agencies.~~ The rules shall further ~~also~~ clarify  
12 the method and circumstances under which ~~how~~ the Office of ~~the~~  
13 Inspector General may ~~shall~~ interact with the licensing,  
14 funding, or certification units ~~unit~~ of the Department ~~of Human~~  
15 ~~Services~~ in preventing further occurrences of mental abuse,  
16 physical abuse, sexual abuse, neglect, egregious neglect, and  
17 financial exploitation. ~~investigations of allegations of abuse~~  
18 ~~or neglect. Any allegations or investigations of reports made~~  
19 ~~pursuant to this Act shall remain confidential until a final~~  
20 ~~report is completed. The resident or patient who allegedly was~~  
21 ~~abused or neglected and his or her legal guardian shall be~~  
22 ~~informed by the facility or agency of the report of alleged~~  
23 ~~abuse or neglect. Final reports regarding unsubstantiated or~~  
24 ~~unfounded allegations shall remain confidential, except that~~  
25 ~~final reports may be disclosed pursuant to Section 6 of the~~  
26 ~~Abused and Neglected Long Term Care Facility Residents~~

1 ~~Reporting Act.~~

2 ~~For purposes of this Section, "required reporter" means a~~  
3 ~~person who suspects, witnesses, or is informed of an allegation~~  
4 ~~of abuse and neglect at a State-operated facility or a~~  
5 ~~community agency and who is either: (i) a person employed at a~~  
6 ~~State-operated facility or a community agency on or off site~~  
7 ~~who is providing or monitoring services to an individual or~~  
8 ~~individuals or is providing services to the State-operated~~  
9 ~~facility or the community agency; or (ii) any person or~~  
10 ~~contractual agent of the Department of Human Services involved~~  
11 ~~in providing, monitoring, or administering mental health or~~  
12 ~~developmental services, including, but not limited to, payroll~~  
13 ~~personnel, contractors, subcontractors, and volunteers. A~~  
14 ~~required reporter shall report the allegation of abuse or~~  
15 ~~neglect, or cause a report to be made, to the Office of the~~  
16 ~~Inspector General (OIG) Hotline no later than 4 hours after the~~  
17 ~~initial discovery of the incident of alleged abuse or neglect.~~  
18 ~~A required reporter as defined in this paragraph who willfully~~  
19 ~~fails to comply with the reporting requirement is guilty of a~~  
20 ~~Class A misdemeanor.~~

21 ~~For purposes of this Section, "State-operated facility"~~  
22 ~~means a mental health facility or a developmental disability~~  
23 ~~facility as defined in Sections 1-114 and 1-107 of the Mental~~  
24 ~~Health and Developmental Disabilities Code.~~

25 ~~For purposes of this Section, "community agency" or~~  
26 ~~"agency" means any community entity or program providing mental~~

1 ~~health or developmental disabilities services that is~~  
2 ~~licensed, certified, or funded by the Department of Human~~  
3 ~~Services and is not licensed or certified by an other human~~  
4 ~~services agency of the State (for example, the Department of~~  
5 ~~Public Health, the Department of Children and Family Services,~~  
6 ~~or the Department of Healthcare and Family Services).~~

7 ~~When the Office of the Inspector General has substantiated~~  
8 ~~a case of abuse or neglect, the Inspector General shall include~~  
9 ~~in the final report any mitigating or aggravating circumstances~~  
10 ~~that were identified during the investigation. Upon~~  
11 ~~determination that a report of neglect is substantiated, the~~  
12 ~~Inspector General shall then determine whether such neglect~~  
13 ~~risks to the level of egregious neglect.~~

14 ~~(b) Department of State Police. The Inspector General~~  
15 ~~shall, within 24 hours after determining that a reported~~  
16 ~~allegation of suspected abuse or neglect indicates that any~~  
17 ~~possible criminal act has been committed or that special~~  
18 ~~expertise is required in the investigation, immediately notify~~  
19 ~~the Department of State Police or the appropriate law~~  
20 ~~enforcement entity. The Department of State Police shall~~  
21 ~~investigate any report from a State-operated facility~~  
22 ~~indicating a possible murder, rape, or other felony. All~~  
23 ~~investigations conducted by the Inspector General shall be~~  
24 ~~conducted in a manner designed to ensure the preservation of~~  
25 ~~evidence for possible use in a criminal prosecution.~~

26 ~~(b 5) Preliminary report of investigation; facility or~~

1 ~~agency response. The Inspector General shall make a~~  
2 ~~determination to accept or reject a preliminary report of the~~  
3 ~~investigation of alleged abuse or neglect based on established~~  
4 ~~investigative procedures. Notice of the Inspector General's~~  
5 ~~determination must be given to the person who claims to be the~~  
6 ~~victim of the abuse or neglect, to the person or persons~~  
7 ~~alleged to have been responsible for abuse or neglect, and to~~  
8 ~~the facility or agency. The facility or agency or the person or~~  
9 ~~persons alleged to have been responsible for the abuse or~~  
10 ~~neglect and the person who claims to be the victim of the abuse~~  
11 ~~or neglect may request clarification or reconsideration based~~  
12 ~~on additional information. For cases where the allegation of~~  
13 ~~abuse or neglect is substantiated, the Inspector General shall~~  
14 ~~require the facility or agency to submit a written response.~~  
15 ~~The written response from a facility or agency shall address in~~  
16 ~~a concise and reasoned manner the actions that the agency or~~  
17 ~~facility will take or has taken to protect the resident or~~  
18 ~~patient from abuse or neglect, prevent reoccurrences, and~~  
19 ~~eliminate problems identified and shall include implementation~~  
20 ~~and completion dates for all such action.~~

21 ~~(e) Inspector General's report; facility's or agency's~~  
22 ~~implementation reports. The Inspector General shall, within 10~~  
23 ~~calendar days after the transmittal date of a completed~~  
24 ~~investigation where abuse or neglect is substantiated or~~  
25 ~~administrative action is recommended, provide a complete~~  
26 ~~report on the case to the Secretary of Human Services and to~~

1 ~~the agency in which the abuse or neglect is alleged to have~~  
2 ~~happened. The complete report shall include a written response~~  
3 ~~from the agency or facility operated by the State to the~~  
4 ~~Inspector General that addresses in a concise and reasoned~~  
5 ~~manner the actions that the agency or facility will take or has~~  
6 ~~taken to protect the resident or patient from abuse or neglect,~~  
7 ~~prevent reoccurrences, and eliminate problems identified and~~  
8 ~~shall include implementation and completion dates for all such~~  
9 ~~action. The Secretary of Human Services shall accept or reject~~  
10 ~~the response and establish how the Department will determine~~  
11 ~~whether the facility or program followed the approved response.~~  
12 ~~The Secretary may require Department personnel to visit the~~  
13 ~~facility or agency for training, technical assistance,~~  
14 ~~programmatic, licensure, or certification purposes.~~  
15 ~~Administrative action, including sanctions, may be applied~~  
16 ~~should the Secretary reject the response or should the facility~~  
17 ~~or agency fail to follow the approved response. Within 30 days~~  
18 ~~after the Secretary has approved a response, the facility or~~  
19 ~~agency making the response shall provide an implementation~~  
20 ~~report to the Inspector General on the status of the corrective~~  
21 ~~action implemented. Within 60 days after the Secretary has~~  
22 ~~approved the response, the facility or agency shall send notice~~  
23 ~~of the completion of the corrective action or shall send an~~  
24 ~~updated implementation report. The facility or agency shall~~  
25 ~~continue sending updated implementation reports every 60 days~~  
26 ~~until the facility or agency sends a notice of the completion~~

1 ~~of the corrective action. The Inspector General shall review~~  
2 ~~any implementation plan that takes more than 120 days. The~~  
3 ~~Inspector General shall monitor compliance through a random~~  
4 ~~review of completed corrective actions. This monitoring may~~  
5 ~~include, but need not be limited to, site visits, telephone~~  
6 ~~contacts, or requests for written documentation from the~~  
7 ~~facility or agency to determine whether the facility or agency~~  
8 ~~is in compliance with the approved response. The facility or~~  
9 ~~agency shall inform the resident or patient and the legal~~  
10 ~~guardian whether the reported allegation was substantiated,~~  
11 ~~unsubstantiated, or unfounded. There shall be an appeals~~  
12 ~~process for any person or agency that is subject to any action~~  
13 ~~based on a recommendation or recommendations.~~

14 ~~(d) Sanctions. The Inspector General may recommend to the~~  
15 ~~Departments of Public Health and Human Services sanctions to be~~  
16 ~~imposed against mental health and developmental disabilities~~  
17 ~~facilities under the jurisdiction of the Department of Human~~  
18 ~~Services for the protection of residents, including~~  
19 ~~appointment of on site monitors or receivers, transfer or~~  
20 ~~relocation of residents, and closure of units. The Inspector~~  
21 ~~General may seek the assistance of the Attorney General or any~~  
22 ~~of the several State's Attorneys in imposing such sanctions.~~  
23 ~~Whenever the Inspector General issues any recommendations to~~  
24 ~~the Secretary of Human Services, the Secretary shall provide a~~  
25 ~~written response.~~

26 (h) ~~(e)~~ Training programs. The Inspector General shall (i)

1 establish a comprehensive program to ensure that every person  
2 authorized to conduct investigations receives ongoing training  
3 relative to investigation techniques, communication skills,  
4 and the appropriate means of interacting with persons receiving  
5 treatment for mental illness, developmental disability, or  
6 both mental illness and developmental disability, and (ii)  
7 establish and conduct periodic training programs for facility  
8 and agency ~~Department of Human Services employees and community~~  
9 ~~agency~~ employees concerning the prevention and reporting of any  
10 one or more of the following: mental abuse, physical abuse,  
11 sexual abuse, neglect, egregious neglect, or financial  
12 exploitation. Nothing in this Section shall be deemed to  
13 prevent the Office of Inspector General from conducting any  
14 other training as determined by the Inspector General to be  
15 necessary or helpful. ~~neglect and abuse.~~

16 (i) Duty to cooperate. ~~(f) Access to facilities.~~

17 (1) The Inspector General shall at all times be granted  
18 access to any ~~mental health or developmental disabilities~~  
19 facility or agency for the purpose of investigating any  
20 allegation, ~~conducting~~ ~~operated by the Department of Human~~  
21 ~~Services,~~ shall establish and conduct unannounced site  
22 visits, monitoring compliance with a written response, or  
23 completing any other statutorily assigned duty. The  
24 Inspector General shall conduct unannounced site visits to  
25 each facility at least annually for the purpose of  
26 reviewing and making recommendations on systemic issues

1 relative to preventing, reporting, investigating, and  
2 responding to all of the following: mental abuse, physical  
3 abuse, sexual abuse, neglect, egregious neglect, or  
4 financial exploitation.

5 (2) Any employee who fails to cooperate with an Office  
6 of the Inspector General investigation is in violation of  
7 this Act. Failure to cooperate with an investigation  
8 includes, but is not limited to, any one or more of the  
9 following: (i) creating and transmitting a false report to  
10 the Office of the Inspector General hotline, (ii) providing  
11 false information to an Office of the Inspector General  
12 Investigator during an investigation, (iii) colluding with  
13 other employees to cover up evidence, (iv) colluding with  
14 other employees to provide false information to an Office  
15 of the Inspector General investigator, (v) destroying  
16 evidence, (vi) withholding evidence, or (vii) otherwise  
17 obstructing an Office of the Inspector General  
18 investigation. Additionally, any employee who, during an  
19 unannounced site visit or written response compliance  
20 check, fails to cooperate with requests from the Office of  
21 the Inspector General is in violation of this Act. ~~to those~~  
22 ~~facilities at least once annually, and shall be granted~~  
23 ~~access, for the purpose of investigating a report of abuse~~  
24 ~~or neglect, to the records of the Department of Human~~  
25 ~~Services and to any facility or program funded by the~~  
26 ~~Department of Human Services that is subject under the~~



1 ~~provisions of this Section to investigation by the~~  
2 ~~Inspector General for a report of abuse or neglect.~~

3 ~~(g) Other investigations. Nothing in this Section shall~~  
4 ~~limit investigations by the Department of Human Services that~~  
5 ~~may otherwise be required by law or that may be necessary in~~  
6 ~~that Department's capacity as the central administrative~~  
7 ~~authority responsible for the operation of State mental health~~  
8 ~~and developmental disability facilities.~~

9 (j) Subpoena powers. The Inspector General shall have the  
10 power to subpoena witnesses and compel the production of all  
11 documents and physical evidence relating to his or her  
12 investigations and any hearings authorized by this Act. This  
13 subpoena power shall not extend to persons or documents of a  
14 labor organization or its representatives insofar as the  
15 persons are acting in a representative capacity to an employee  
16 whose conduct is the subject of an investigation or the  
17 documents relate to that representation. Any person who  
18 otherwise fails to respond to a subpoena or who knowingly  
19 provides false information to the Office of the Inspector  
20 General by subpoena during an investigation is guilty of a  
21 Class A misdemeanor.

22 (k) Reporting allegations and deaths.

23 (1) Allegations. If an employee witnesses, is told of,  
24 or has reason to believe an incident of mental abuse,  
25 physical abuse, sexual abuse, neglect, or financial  
26 exploitation has occurred, the employee, agency, or

1 facility shall report the allegation by phone to the Office  
2 of the Inspector General hotline according to the agency's  
3 or facility's procedures, but in no event later than 4  
4 hours after the initial discovery of the incident,  
5 allegation, or suspicion of any one or more of the  
6 following: mental abuse, physical abuse, sexual abuse,  
7 neglect, or financial exploitation. A required reporter as  
8 defined in subsection (b) of this Section who knowingly or  
9 intentionally fails to comply with these reporting  
10 requirements is guilty of a Class A misdemeanor.

11 (2) Deaths. Absent an allegation, a required reporter  
12 shall, within 24 hours after initial discovery, report by  
13 phone to the Office of the Inspector General hotline each  
14 of the following:

15 (i) Any death of an individual occurring within 14  
16 calendar days after discharge or transfer of the  
17 individual from a residential program or facility.

18 (ii) Any death of an individual occurring within 24  
19 hours after deflection from a residential program or  
20 facility.

21 (iii) Any other death of an individual occurring at  
22 an agency or facility or at any Department-funded site.

23 (3) Retaliation. It is a violation of this Act for any  
24 employee or administrator of an agency or facility to take  
25 retaliatory action against an employee who acts in good  
26 faith in conformance with his or her duties as a required

1 reporter.

2 (l) Reporting criminal acts. Within 24 hours after  
3 determining that there is credible evidence indicating that a  
4 criminal act may have been committed or that special expertise  
5 may be required in an investigation, the Inspector General  
6 shall notify the Department of State Police or other  
7 appropriate law enforcement authority, or ensure that such  
8 notification is made. The Department of State Police shall  
9 investigate any report from a State-operated facility  
10 indicating a possible murder, sexual assault, or other felony  
11 by an employee. All investigations conducted by the Inspector  
12 General shall be conducted in a manner designed to ensure the  
13 preservation of evidence for possible use in a criminal  
14 prosecution.

15 (m) Investigative reports. Upon completion of an  
16 investigation, the Office of Inspector General shall issue an  
17 investigative report identifying whether the allegations are  
18 substantiated, unsubstantiated, or unfounded. Within 10  
19 business days after the transmittal of a completed  
20 investigative report substantiating an allegation, or if a  
21 recommendation is made, the Inspector General shall provide the  
22 investigative report on the case to the Secretary and to the  
23 director of the facility or agency where any one or more of the  
24 following occurred: mental abuse, physical abuse, sexual  
25 abuse, neglect, egregious neglect, or financial exploitation.  
26 In a substantiated case, the investigative report shall include

1 any mitigating or aggravating circumstances that were  
2 identified during the investigation. If the case involves  
3 substantiated neglect, the investigative report shall also  
4 state whether egregious neglect was found. An investigative  
5 report may also set forth recommendations. All investigative  
6 reports prepared by the Office of the Inspector General shall  
7 be considered confidential and shall not be released except as  
8 provided by the law of this State or as required under  
9 applicable federal law. Unsubstantiated and unfounded reports  
10 shall not be disclosed except as allowed under Section 6 of the  
11 Abused and Neglected Long Term Care Facility Residents  
12 Reporting Act. Raw data used to compile the investigative  
13 report shall not be subject to release unless required by law  
14 or a court order. "Raw data used to compile the investigative  
15 report" includes, but is not limited to, any one or more of the  
16 following: the initial complaint, witness statements,  
17 photographs, investigator's notes, police reports, or incident  
18 reports. If the allegations are substantiated, the accused  
19 shall be provided with a redacted copy of the investigative  
20 report. Death reports where there was no allegation of abuse or  
21 neglect shall only be released pursuant to applicable State or  
22 federal law or a valid court order.

23 (n) Written responses and reconsideration requests.

24 (1) Written responses. Within 30 calendar days from  
25 receipt of a substantiated investigative report or an  
26 investigative report which contains recommendations,

1 absent a reconsideration request, the facility or agency  
2 shall file a written response that addresses, in a concise  
3 and reasoned manner, the actions taken to: (i) protect the  
4 individual; (ii) prevent recurrences; and (iii) eliminate  
5 the problems identified. The response shall include the  
6 implementation and completion dates of such actions. If the  
7 written response is not filed within the allotted 30  
8 calendar day period, the Secretary shall determine the  
9 appropriate corrective action to be taken.

10 (2) Reconsideration requests. The facility, agency,  
11 victim or guardian, or the subject employee may request  
12 that the Office of Inspector General reconsider or clarify  
13 its finding based upon additional information.

14 (o) Disclosure of the finding by the Inspector General. The  
15 Inspector General shall disclose the finding of an  
16 investigation to the following persons: (i) the Governor, (ii)  
17 the Secretary, (iii) the director of the facility or agency,  
18 (iv) the alleged victims and their guardians, (v) the  
19 complainant, and (vi) the accused. This information shall  
20 include whether the allegations were deemed substantiated,  
21 unsubstantiated, or unfounded.

22 (p) Secretary review. Upon review of the Inspector  
23 General's investigative report and any agency's or facility's  
24 written response, the Secretary shall accept or reject the  
25 written response and notify the Inspector General of that  
26 determination. The Secretary may further direct that other

1 administrative action be taken, including, but not limited to,  
2 any one or more of the following: (i) additional site visits,  
3 (ii) training, (iii) provision of technical assistance  
4 relative to administrative needs, licensure or certification,  
5 or (iv) the imposition of appropriate sanctions.

6 (q) Action by facility or agency. Within 30 days of the  
7 date the Secretary approves the written response or directs  
8 that further administrative action be taken, the facility or  
9 agency shall provide an implementation report to the Inspector  
10 General that provides the status of the action taken. The  
11 facility or agency shall be allowed an additional 30 days to  
12 send notice of completion of the action or to send an updated  
13 implementation report. If the action has not been completed  
14 within the additional 30 day period, the facility or agency  
15 shall send updated implementation reports every 60 days until  
16 completion. The Inspector General shall conduct a review of any  
17 implementation plan that takes more than 120 days after  
18 approval to complete, and shall monitor compliance through a  
19 random review of approved written responses, which may include,  
20 but are not limited to: (i) site visits, (ii) telephone  
21 contact, and (iii) requests for additional documentation  
22 evidencing compliance.

23 (r) Sanctions. Sanctions, if imposed by the Secretary under  
24 Subdivision (p)(iv) of this Section, shall be designed to  
25 prevent further acts of mental abuse, physical abuse, sexual  
26 abuse, neglect, egregious neglect, or financial exploitation

1 or some combination of one or more of those acts at a facility  
2 or agency, and may include any one or more of the following:

3 (1) Appointment of on-site monitors.

4 (2) Transfer or relocation of an individual or  
5 individuals.

6 (3) Closure of units.

7 (4) Termination of any one or more of the following:

8 (i) Department licensing, (ii) funding, or (iii)  
9 certification.

10 The Inspector General may seek the assistance of the  
11 Illinois Attorney General or the office of any State's Attorney  
12 in implementing sanctions.

13 (s) ~~(g-5)~~ Health care worker registry. After notice and an  
14 opportunity for a hearing that is separate and distinct from  
15 the Office of the Inspector General's appeals process as  
16 implemented under subsection (e) of this Section,

17 (1) Reporting to the registry. The ~~the~~ Inspector  
18 General shall report to the Department of Public Health's  
19 health care worker registry, a public registry, under  
20 Section 3-206.01 of the Nursing Home Care Act the identity  
21 and finding of each employee of a facility or agency ~~of~~  
22 ~~individuals~~ against whom there is a final investigative  
23 report containing a substantiated allegation ~~has been a~~  
24 ~~substantiated finding~~ of physical or sexual abuse or  
25 egregious neglect of an individual ~~a service recipient.~~

26 Nothing in this subsection shall diminish or impair the

1 ~~rights of a person who is a member of a collective bargaining~~  
2 ~~unit pursuant to the Illinois Public Labor Relations Act or~~  
3 ~~pursuant to any federal labor statute. An individual who is a~~  
4 ~~member of a collective bargaining unit as described above shall~~  
5 ~~not be reported to the Department of Public Health's health~~  
6 ~~care worker registry until the exhaustion of that individual's~~  
7 ~~grievance and arbitration rights, or until 3 months after the~~  
8 ~~initiation of the grievance process, whichever occurs first,~~  
9 ~~provided that the Department of Human Services' hearing under~~  
10 ~~this subsection regarding the reporting of an individual to the~~  
11 ~~Department of Public Health's health care worker registry has~~  
12 ~~concluded. Notwithstanding anything hereinafter or previously~~  
13 ~~provided, if an action taken by an employer against an~~  
14 ~~individual as a result of the circumstances that led to a~~  
15 ~~finding of physical or sexual abuse or egregious neglect is~~  
16 ~~later overturned under a grievance or arbitration procedure~~  
17 ~~provided for in Section 8 of the Illinois Public Labor~~  
18 ~~Relations Act or under a collective bargaining agreement, the~~  
19 ~~report must be removed from the registry.~~

20 ~~The Department of Human Services shall promulgate or amend~~  
21 ~~rules as necessary or appropriate to establish procedures for~~  
22 ~~reporting to the registry, including the definition of~~  
23 ~~egregious neglect, procedures for notice to the individual and~~  
24 ~~victim, appeal and hearing procedures, and petition for removal~~  
25 ~~of the report from the registry. The portion of the rules~~  
26 ~~pertaining to hearings shall provide that, at the hearing, both~~



1 ~~parties may present written and oral evidence. The Department~~  
2 ~~shall be required to establish by a preponderance of the~~  
3 ~~evidence that the Office of the Inspector General's finding of~~  
4 ~~physical or sexual abuse or egregious neglect warrants~~  
5 ~~reporting to the Department of Public Health's health care~~  
6 ~~worker registry under Section 3-206.01 of the Nursing Home Care~~  
7 ~~Act.~~

8 (2) Notice to employee. Prior to reporting the name of  
9 an employee, the employee shall be notified of the  
10 Department's obligation to report and shall be granted an  
11 opportunity to request an administrative hearing, the sole  
12 purpose of which is to determine if the substantiated  
13 finding warrants reporting to the registry. Notice to the  
14 employee individual shall contain include a clear and  
15 concise statement of the grounds on which the report to the  
16 registry is based, offer the employee an and notice of the  
17 opportunity for a hearing, and identify the process for  
18 requesting such a hearing to contest the report. Notice is  
19 sufficient if provided ~~The Department of Human Services~~  
20 ~~shall provide the notice by certified mail to the~~  
21 employee's last known address of the individual. The notice  
22 ~~shall give the individual an opportunity to contest the~~  
23 ~~report in a hearing before the Department of Human Services~~  
24 ~~or to submit a written response to the findings instead of~~  
25 ~~requesting a hearing. If the employee fails to individual~~  
26 ~~does not request a hearing within 30 days from the date of~~

1        the notice, the Inspector General shall report the name of  
2        the employee to ~~or if after notice and a hearing the~~  
3        ~~Department of Human Services finds that the report is~~  
4        ~~valid, the finding shall be included as part of the~~  
5        ~~registry, as well as a brief statement from the reported~~  
6        ~~individual if he or she chooses to make a statement. The~~  
7        ~~Department of Public Health shall make available to the~~  
8        ~~public information reported to the registry. In a case of~~  
9        ~~inquiries concerning an individual listed in the registry,~~  
10       ~~any information disclosed concerning a finding of abuse or~~  
11       ~~neglect shall also include disclosure of the individual's~~  
12       ~~brief statement in the registry relating to the reported~~  
13       ~~finding or include a clear and accurate summary of the~~  
14       ~~statement.~~ Nothing in this subdivision (s)(2) shall  
15       diminish or impair the rights of a person who is a member  
16       of a collective bargaining unit under the Illinois Public  
17       Labor Relations Act or under any other federal labor  
18       statute.

19        (3) Registry hearings. If the employee requests an  
20        administrative hearing, the employee shall be granted an  
21        opportunity to appear before an administrative law judge to  
22        present reasons why the employee's name should not be  
23        reported to the registry. The Department shall bear the  
24        burden of presenting evidence that establishes, by a  
25        preponderance of the evidence, that the substantiated  
26        finding warrants reporting to the registry. After

1 considering all the evidence presented, the administrative  
2 law judge shall make a recommendation to the Secretary as  
3 to whether the substantiated finding warrants reporting  
4 the name of the employee to the registry. The Secretary  
5 shall render the final decision. The Department and the  
6 employee shall have the right to request that the  
7 administrative law judge consider a stipulated disposition  
8 of these proceedings.

9 (4) Testimony at registry hearings. A person who makes  
10 a report or who investigates a report under this Act shall  
11 testify fully in any judicial proceeding resulting from  
12 such a report, as to any evidence of abuse or neglect, or  
13 the cause thereof. No evidence shall be excluded by reason  
14 of any common law or statutory privilege relating to  
15 communications between the alleged perpetrator of abuse or  
16 neglect, or the individual alleged as the victim in the  
17 report, and the person making or investigating the report.  
18 Testimony at hearings is exempt from the confidentiality  
19 requirements of subsection (f) of Section 10 of the Mental  
20 Health and Developmental Disabilities Confidentiality Act.

21 (5) Employee's rights to collateral action. No  
22 reporting to the registry shall occur and no hearing shall  
23 be set or proceed if an employee notifies the Inspector  
24 General in writing, including any supporting  
25 documentation, that he or she is formally contesting an  
26 adverse employment action resulting from a substantiated

1 finding by complaint filed with the Illinois Civil Service  
2 Commission, or which otherwise seeks to enforce the  
3 employee's rights pursuant to any applicable collective  
4 bargaining agreement. If an action taken by an employer  
5 against an employee as a result of a finding of physical  
6 abuse, sexual abuse, or egregious neglect is overturned  
7 through an action filed with the Illinois Civil Service  
8 Commission or under any applicable collective bargaining  
9 agreement and if that employee's name has already been sent  
10 to the registry, the employee's name shall be removed from  
11 the registry.

12 (6) Removal from registry. At any time after the report  
13 to ~~of~~ the registry, but no more than once in any 12-month  
14 period, an employee ~~individual~~ may petition the Department  
15 in writing to remove his or her name ~~of Human Services for~~  
16 ~~removal~~ from the registry ~~of the finding against him or~~  
17 ~~her~~. Upon receiving notice of such request, the Inspector  
18 General receipt of such a petition, the Department of Human  
19 ~~Services~~ shall conduct an investigation into and ~~hearing on~~  
20 the petition. Upon receipt of such request, an  
21 administrative hearing will be set by the Department. At  
22 the hearing, the employee shall bear the burden of  
23 presenting evidence that establishes, by a preponderance  
24 of the evidence, that removal of the name from the registry  
25 is ~~completion of the investigation and hearing, the~~  
26 Department of Human Services shall report the removal of

1 ~~the finding to the registry unless the Department of Human~~  
2 ~~Services determines that removal is not~~ in the public  
3 interest. The parties may jointly request that the  
4 administrative law judge consider a stipulated disposition  
5 of these proceedings.

6 (t) Review of Administrative Decisions. The Department  
7 shall preserve a record of all proceedings at any formal  
8 hearing conducted by the Department involving health care  
9 worker registry hearings. Final administrative decisions of  
10 the Department are subject to judicial review pursuant to  
11 provisions of the Administrative Review Law.

12 (u) ~~(h)~~ Quality Care Board. There is created, within the  
13 Office of the Inspector General, a Quality Care Board to be  
14 composed of 7 members appointed by the Governor with the advice  
15 and consent of the Senate. One of the members shall be  
16 designated as chairman by the Governor. Of the initial  
17 appointments made by the Governor, 4 Board members shall each  
18 be appointed for a term of 4 years and 3 members shall each be  
19 appointed for a term of 2 years. Upon the expiration of each  
20 member's term, a successor shall be appointed for a term of 4  
21 years. In the case of a vacancy in the office of any member,  
22 the Governor shall appoint a successor for the remainder of the  
23 unexpired term.

24 Members appointed by the Governor shall be qualified by  
25 professional knowledge or experience in the area of law,  
26 investigatory techniques, or in the area of care of the

1 mentally ill or developmentally disabled. Two members  
2 appointed by the Governor shall be persons with a disability or  
3 a parent of a person with a disability. Members shall serve  
4 without compensation, but shall be reimbursed for expenses  
5 incurred in connection with the performance of their duties as  
6 members.

7 The Board shall meet quarterly, and may hold other meetings  
8 on the call of the chairman. Four members shall constitute a  
9 quorum allowing the Board to conduct its business. The Board  
10 may adopt rules and regulations it deems necessary to govern  
11 its own procedures.

12 ~~(i) Scope and function of the Quality Care Board.~~ The Board  
13 shall monitor and oversee the operations, policies, and  
14 procedures of the Inspector General to ensure ~~assure~~ the prompt  
15 and thorough investigation of allegations of neglect and abuse.  
16 In fulfilling these responsibilities, the Board may do the  
17 following:

18 (1) Provide independent, expert consultation to the  
19 Inspector General on policies and protocols for  
20 investigations of alleged ~~neglect and~~ neglect, or  
21 both abuse and neglect.

22 (2) Review existing regulations relating to the  
23 operation of facilities ~~under the control of the Department~~  
24 ~~of Human Services~~.

25 (3) Advise the Inspector General as to the content of  
26 training activities authorized under this Section.

1           (4) Recommend policies concerning methods for  
2           improving the intergovernmental relationships between the  
3           Office of the Inspector General and other State or federal  
4           offices agencies.

5           ~~(j) Investigators. The Inspector General shall establish a~~  
6           ~~comprehensive program to ensure that every person employed or~~  
7           ~~newly hired to conduct investigations shall receive training on~~  
8           ~~an on going basis concerning investigative techniques,~~  
9           ~~communication skills, and the appropriate means of contact with~~  
10           ~~persons admitted or committed to the mental health or~~  
11           ~~developmental disabilities facilities under the jurisdiction~~  
12           ~~of the Department of Human Services.~~

13           ~~(k) Subpoenas; testimony; penalty. The Inspector General~~  
14           ~~shall have the power to subpoena witnesses and compel the~~  
15           ~~production of books and papers pertinent to an investigation~~  
16           ~~authorized by this Act, provided that the power to subpoena or~~  
17           ~~to compel the production of books and papers shall not extend~~  
18           ~~to the person or documents of a labor organization or its~~  
19           ~~representatives insofar as the person or documents of a labor~~  
20           ~~organization relate to the function of representing an employee~~  
21           ~~subject to investigation under this Act. Mental health records~~  
22           ~~of patients shall be confidential as provided under the Mental~~  
23           ~~Health and Developmental Disabilities Confidentiality Act. Any~~  
24           ~~person who fails to appear in response to a subpoena or to~~  
25           ~~answer any question or produce any books or papers pertinent to~~  
26           ~~an investigation under this Act, except as otherwise provided~~

1 ~~in this Section, or who knowingly gives false testimony in~~  
2 ~~relation to an investigation under this Act is guilty of a~~  
3 ~~Class A misdemeanor.~~

4 (v) (1) Annual report. The Inspector General shall provide  
5 to the General Assembly and the Governor, no later than January  
6 1 of each year, a summary of reports and investigations made  
7 under this Act for the prior fiscal year with respect to  
8 individuals receiving mental health or developmental  
9 disabilities services residents of institutions under the  
10 jurisdiction of the Department of Human Services. The report  
11 shall detail the imposition of sanctions, if any, and the final  
12 disposition of any corrective or administrative action  
13 directed by the Secretary. ~~those recommendations.~~ The  
14 summaries shall not contain any confidential or identifying  
15 information of any individual, but concerning the subjects of  
16 ~~the reports and investigations.~~ The report shall also include  
17 objective data identifying any trends in a trend analysis of  
18 the number of reported allegations, the timeliness of the  
19 Office of the Inspector General's investigations, and their  
20 disposition, for each facility and Department-wide, for the  
21 most recent 3-year time period. The report shall also identify,  
22 by facility, the staff-to-patient ratios taking account and a  
23 ~~statement, for each facility, of the staffing to patient~~  
24 ~~ratios.~~ The ratios shall include only the number of direct care  
25 staff only. The report shall also include detailed recommended  
26 administrative actions and matters for consideration by the



1 General Assembly.

2 (w) ~~(m)~~ Program audit. The Auditor General shall conduct a  
3 ~~biennial~~ program audit of the Office of the Inspector General  
4 on an as-needed basis, as determined by the Auditor General. ~~in~~  
5 ~~relation to the Inspector General's compliance with this Act.~~  
6 The audit shall specifically include the Inspector General's  
7 compliance with the Act and effectiveness in investigating  
8 reports of allegations occurring in any facility or agency.  
9 ~~alleged neglect or abuse of residents in any facility operated~~  
10 ~~by the Department of Human Services and in making~~  
11 ~~recommendations for sanctions to the Departments of Human~~  
12 ~~Services and Public Health.~~ The Auditor General shall conduct  
13 the program audit according to the provisions of the Illinois  
14 State Auditing Act and shall report its findings to the General  
15 Assembly no later than January 1 following ~~of~~ the audit period  
16 ~~each odd numbered year.~~

17 (x) Nothing in this Section shall be construed to mean that  
18 a patient is a victim of abuse or neglect because of health  
19 care services appropriately provided or not provided by health  
20 care professionals.

21 (y) Nothing in this Section shall require a facility,  
22 including its employees, agents, medical staff members, and  
23 health care professionals, to provide a service to a patient in  
24 contravention of that patient's stated or implied objection to  
25 the provision of that service on the ground that that service  
26 conflicts with the patient's religious beliefs or practices,

1 nor shall the failure to provide a service to a patient be  
2 considered abuse under this Section if the patient has objected  
3 to the provision of that service based on his or her religious  
4 beliefs or practices.

5 (Source: P.A. 95-545, eff. 8-28-07.)

6 Section 99. Effective date. This Act takes effect upon  
7 becoming law.