

PUBLICATION OF REDACTED VERSION
OF THE OEIG FOR THE AGENCIES UNDER THE GOVERNOR
INVESTIGATIVE REPORT

Case Number: 19-00547

Subject(s): Michael Canning, Rasheedah Gray, and Terri Diego

Below is the redacted version of an investigative summary report issued by the Executive Inspector General for the Agencies of the Illinois Governor. Pursuant to section 20-50 of the State Officials and Employees Ethics Act (Act) (5 ILCS 430/20-50), a summary report of an investigation is required to be issued by an executive inspector general when, and only when, at the conclusion of investigation, the executive inspector general determines reasonable cause exists to believe a violation has occurred. If a complaint is not to be filed with the Executive Ethics Commission (Commission) for adjudication of the alleged violation, the Act further requires the executive inspector general to deliver to the Commission a statement setting forth the basis for the decision not to file a complaint and a copy of the summary report of the investigation and of the response from the ultimate jurisdictional authority or agency head regarding the summary report. 5 ILCS 430/20-50(c-5). The Act requires that some summary reports be made available to the public and authorizes the Commission to make others available. 5 ILCS 430/20-52. Before making them available, however, the Commission is to redact from them information that may reveal the identity of witnesses, complainants, or informants and may redact “any other information it believes should not be made public.” 5 ILCS 430/20-52(b).

Some summary reports delivered to the Commission may contain a mix of information relating to allegations with respect to which the executive inspector general did and did not determine reasonable cause existed to believe a violation occurred. In those situations, the Commission may redact information relating to those allegations with respect to which the existence of reasonable cause was not determined.

The Commission exercises its publication responsibility with great caution and seeks to balance the sometimes-competing interests of transparency and fairness to the accused and others uninvolved. To balance these interests, the Commission has redacted certain information contained in this report and identified where said redactions have taken place and inserted clarifying edits as marked. Publication of a summary report of an investigation, whether redacted or not, is made

with the understanding that the subject or subjects of the investigation may not have had the opportunity to rebut the report's factual allegations or legal conclusions before issuance of the report. Moreover, there has not been, nor will there be, an opportunity for the subject to contest or adjudicate them before the Commission. The subject merely has the opportunity to submit a response for publication with the report.

The Commission received this report and a response from the ultimate jurisdictional authority and/or agency in this matter from the Agencies of the Illinois Governor Office of Executive Inspector General ("OEIG"). The Commission, pursuant to 5 ILCS 430/20-52, redacted the OEIG's final report and responses and mailed copies of the redacted version and responses to the Attorney General, the Executive Inspector General for the Agencies of the Illinois Governor, and each subject.

The Commission reviewed all suggestions received and makes this document available pursuant to 5 ILCS 430/20-52. By publishing the below redacted summary report, the Commission neither makes nor adopts any determination of fact or conclusions of law for or against any individual or entity referenced therein.

– THE REDACTED VERSION OF THE EIG'S SUMMARY REPORT
BEGINS ON THE NEXT PAGE –

I. ALLEGATIONS

In a previous investigation,¹ the OEIG found that an employee of the Illinois Department of Human Services (DHS) reported working as a Personal Assistant for her mother during her regular DHS work hours. To determine whether other employees at DHS engaged in similar misconduct, on March 22, 2019, the Office of Executive Inspector General (OEIG) self-initiated an investigation into whether other DHS employees who were working as Personal Assistants or Personal Support Workers (collectively, Individual Providers) billed for this work during their regular State work hours. The OEIG received three additional complaints that related to the self-initiated case;² due to the relatedness of the allegations, the OEIG closed down these three additional complaints into this case.

II. BACKGROUND

A. Division of Rehabilitation and Division of Developmental Disabilities Home Services Programs

DHS's Division of Rehabilitation Services Home Services Program provides services to individuals with severe disabilities so they can remain in their homes and maintain their independence.³ One option for achieving these goals is by using the services of a Personal Assistant to help perform household tasks.⁴ DHS clients can either select their own Personal Assistant based on the service plan jointly developed with their DRS rehabilitation counselor, or DHS can recommend a homemaker agency that supplies a Personal Assistant for the customer.⁵ Personal Assistants help DHS clients with household tasks, personal care and, with permission of a doctor, certain health care procedures.⁶

Similarly, DHS's Division of Developmental Disabilities Home-Based Services Program provides a monthly budget that eligible individuals can use to hire Personal Support Workers that can assist those individuals to live in their own homes or with their families.⁷ Eligible individuals can either hire Personal Support Workers directly, or through an approved provider agency.⁸ If the Personal Support Worker is hired through an agency, the Division of Developmental Disabilities contracts with the agency; if an individual decides to hire a Personal Support Worker directly, the Division contracts with a private company named Avenues to Consumer Employer Services and Supports *[sic]* (ACCESS) to administer Personal Support Worker pre-employment testing, new hire paperwork and payroll/tax functions.⁹

¹ OEIG Case No. 15-01772.

² [Redacted]. Complaint No. [Redacted] alleged that another employee billed DHS for hours he worked as a Personal Assistant during times he also reportedly worked at DHS's Illinois School for the Deaf (ISD). The OEIG learned that DHS had investigated the matter and found that he billed the DHS Home Services Program approximately \$2,000 in Personal Assistant services during his ISD shifts; thus, the OEIG did not look into this matter further. [Redacted].

³ <https://www.dhs.state.il.us/page.aspx?item=29738> (last accessed June 1, 2021).

⁴ *Id.*

⁵ *Id.*

⁶ *Id.*

⁷ <https://www.dhs.state.il.us/page.aspx?item=101181> (last accessed May 21, 2021).

⁸ *Id.*

⁹ *Id.*

Illinois Administrative rules set out qualifications for individuals to receive services under each of these programs. In order to receive services under the Division of Rehabilitation Services Home Services Program, individuals must, among other qualifications, have a severe disability that necessitates long-term care that is expected to last for at least 12 months.¹⁰ The need for long-term care is determined by a Determination of Need (DON) score, which is tabulated by the administration of a three-part exam.¹¹ Individuals are assigned numerical values based on the extent of their impairments, as well as the level of assistance they need in performing functional tasks.¹² The higher the DON, the higher the need for assistance, and an individual must have a total DON score of at least 29 points in order to qualify. A Service Cost Maximum (SCM), which is the maximum amount that may be expended for home services per month, is then calculated based on the individual's DON score.¹³

Similarly, Illinois law provides for home-based services for individuals with mental disabilities.¹⁴ To establish eligibility for these home-based services, DHS must verify that the individual has a mental disability, which can include severe mental illness or intellectual disability.¹⁵ DHS uses a test known as the Inventory for Client and Agency Planning (ICAP) to assess the service needs of clients.¹⁶ The ICAP uses an individual's behavior to calculate a service score of 1 to 100 that determines that individual's level of need, with a lower score signifying that the individual needs more assistance with daily living.¹⁷

B. DHS Policies on Use of Time for Employees, Personal Assistants, and Personal Support Workers

DHS policy states that an employee may not use DHS time, equipment, resources, or personnel in any outside paid or non-paid employment.¹⁸ Employees are expected to be on site performing required duties during the hours established for their jobs.¹⁹

DHS maintains a policy on "Individual Provider Payment" which, in relevant part, prohibits Personal Assistants from charging DHS for the same hours worked when working another job.²⁰ Personal Assistants can only be paid for the hours they worked for the customer.²¹ Further, Personal Assistants may only be paid for hours and tasks performed in the customer's home, with the only exception being "if the customer does not have adequate facilities;" the policy uses as examples such activities as banking, grocery shopping, or use of a laundromat if the client

¹⁰ See generally 89 Ill. Admin. Code 682.100(e), (f).

¹¹ *Id.* at (e); 89 Ill. Admin. Code 679.20.

¹² DHS DON Instructions Manual at 6-8.

¹³ 89 Ill. Admin Code 679.50.

¹⁴ See generally 405 ILCS 80/2-4.

¹⁵ 405 ILCS 80/2-5(b); 59 Ill. Adm. Code 117.200.

¹⁶ DHS Presentation: Inventory for Client and Agency Planning Instructor Training Program at 8.

¹⁷ *Id.* at 55-56.

¹⁸ DHS Administrative Directive 01.02.03.015.

¹⁹ DHS Employee Handbook §III, Time and Attendance.

²⁰ <https://www.dhs.state.il.us/onenetlibrary/12/documents/Forms/IL488-2252.pdf> (last accessed May 21, 2021).

²¹ *Id.*

does not have a washer and dryer.²² Billing for hours not worked, or for hours “worked” while the Personal Assistant is working another job, constitutes Medicaid fraud.²³

DHS also promulgates a “Waiver Program Provider Agreement for Participation in the Illinois Medical Assistance Program,” (Waiver Program Agreement) which in relevant part includes language stating that the provider “agrees to be fully liable for the truth, accuracy and completeness of all claims submitted electronically or on hard copy for payment. . . . Any submittals of false or fraudulent claim or claims or any concealment of a material fact may be prosecuted under applicable Federal and State laws.”²⁴

C. Home Service Program Timesheets

To record the hours worked as a Personal Assistant, providers must complete a Home Service Program timesheet. Each sheet covers either the first through 15th of the month, or the 16th through 31st of a month. There are spaces next to each date to indicate when the Personal Assistant starts and stops. There is a signature area for both the worker and the customer to sign. The timesheets include certification language that reads, in relevant part, “falsification of any information submitted on this form could lead to criminal prosecution.”

To record the hours worked as a Personal Support Worker, Personal Support Workers complete ACES\$ timesheets. Each timesheet covers half of a month: one sheet covers the first through fifteenth of a month; while another covers the sixteenth through the 31st of the month. Each day has a space in which the Personal Support Worker records his or her “Time In” and “Time Out.” There is a signature area for both the worker and the customer to sign, along with the words: “My signature certifies that I received/provided a service or item on the date listed above. . . . [A]ny false claims, statements, or documents, or concealment of material facts may be prosecuted under appropriate law.”

III. INVESTIGATION

OEIG investigators obtained lists of Individual Providers, then compared the names on those lists to a list of DHS employees. OEIG investigators found that there were 89 DHS employees that also served as Individual Providers. OEIG investigators then compared the hours recorded by a sample of the DHS employees at their DHS jobs with the hours reported in their roles as Individual Providers.²⁵

The OEIG found that a number of these individuals recorded hours worked in these capacities during times in which they also recorded working for DHS. OEIG investigators interviewed the three DHS employees with the highest number of hours overlapping between their DHS hours and the hours they claimed to have worked as an Individual Provider—Michael

²² *Id.*

²³ *Id.*

²⁴ <https://www.dhs.state.il.us/onenetlibrary/12/documents/Forms/IL488-2262.pdf> (last accessed May 21, 2021).

²⁵ In addition to [Redacted], referenced above, the OEIG analyzed timesheets of DHS employees with last names beginning with the letters A through G who also worked as Individual Providers. The OEIG found no overlap in hours for 15 of these DHS employees. For the purposes of this investigation, the OEIG did not perform analysis on the 60 additional DHS employees with last names H through Z.

Canning, Rasheedah Gray, and Terri Diego.²⁶ OEIG investigators also obtained DON and ICAP scores for the individuals who received personal services from these three DHS employees. A summary of the information found in the relevant documents follows.

A. Michael Canning

Michael Canning was hired by DHS in March 2011 as a Part Time Security Therapy Trainee at DHS's Elgin Mental Health Center and was promoted to Security Therapy Aide I in January 2012. He earned a base salary of \$62,544 per year from DHS as of June 2019. Mr. Canning tracks his time by signing and filling in a Daily Staff Attendance Report (Attendance Report), which is pre-printed with his scheduled hours in and out. Mr. Canning and other Elgin Mental Health Center employees write their "Time-In" and "Time-Out" times each day and sign their initials next to each time entry.

Mr. Canning began working as a Personal Support Worker for his [relation 1] in July 2013. According to paperwork he submitted in connection with his application to become a Personal Support Worker, Mr. Canning and his [relation 1] reside in the same household, which is located 2.3 miles away from the Elgin Mental Health Center.²⁷ The ICAP score for Mr. Canning's [relation 1] is [DON Score 1], indicating that [relation 1] needs "extensive personal care and/or constant supervision."

In relation to his Personal Support Worker role, Mr. Canning appeared to sign DHS's Waiver Program Agreement and complete and sign ACES\$ timesheets twice per month. According to DHS records, in his work as a Personal Support Worker, Mr. Canning earned \$21.75 per hour; in that role, he made a total of \$21,301 in 2018 and \$10,083.20 for January through July of 2019.

OEIG investigators reviewed Mr. Canning's timekeeping records from January 2018 through June 2019 and found that on 80 occasions over this time period, accounting for over 530 hours, the time he reported working at the Elgin Mental Health Center overlapped with the time he reported working as a Personal Support Worker.²⁸ At his hourly rate of \$21.75 he made as a Personal Support Worker, Mr. Canning earned a total of \$11,592.75 during times he also recorded working for DHS at the Elgin Mental Health Center.

On March 9, 2021, OEIG investigators interviewed Mr. Canning. Mr. Canning said that in his position as Security Therapy Aide I, he is responsible for assisting patients in feeding themselves and in other functions of daily living. Mr. Canning said that he must be physically present at Elgin Mental Health Center in order to perform his job responsibilities, and his typical

²⁶ OEIG investigators found that nine other DHS employees also submitted timesheets claiming they had worked as Individual Providers at the same time they were signed in at their DHS place of employment: [Redacted]. Because of the more limited amount of overlapping hours for these nine DHS employees, the OEIG is referring these individuals to DHS to determine whether they engaged in time abuse or falsified additional documents in 2020 and 2021 and for any action that needs to be taken.

²⁷ OEIG calculated the approximate distance from Mr. Canning's residence to Elgin Mental Health Center using Google Maps, applying the shortest route between those two locations. OEIG used the same methodology for the other DHS employees discussed in this report.

²⁸ A detailed chart of Mr. Canning's overlapping time is included in Appendix A to this report.

work hours are from 7:00 a.m. until 3:00 p.m. Mr. Canning estimated that his travel time from his home to work takes approximately six minutes via automobile.

Mr. Canning confirmed that he serves as a Personal Support Worker for his [relation 1], and confirmed that by signing DHS's Waiver Program Agreement, he agreed to submit truthful documentation relating to this work. Mr. Canning stated that in order to document his work as a Personal Support Worker, he completes, signs, and faxes timesheets to ACES\$. Mr. Canning acknowledged that each ACES\$ timesheet includes a certification of accuracy that states that false claims may be prosecuted under applicable Federal or State law.

During his OEIG interview, investigators asked Mr. Canning about a number of occasions in which he reported working as a Personal Support Worker for his [relation 1] during times he was signed into his job as a Security Therapy Aide at Elgin Mental Health Center. Mr. Canning admitted that on each of these occasions, he was physically present at the Elgin Mental Health Center, and not providing services as a Personal Support Worker to his [relation 1] as indicated on his ACES\$ timesheet. When told that there were approximately 80 occasions during 2018 in which his timekeeping records reported him as simultaneously working both as a Personal Support Worker and as a Security Therapy Aide at the same time, Mr. Canning stated that on each of these occasions, he was working at Elgin Mental Health Center, and not working as a Personal Support Worker for his [relation 1]. Mr. Canning said that his ACES\$ and Elgin Mental Health Center timesheets for 2019 and 2020 would probably show a similar number of days in which he reported working simultaneously as a Personal Support Worker and as a Security Therapy Aide on the same dates and times, and that for each of these incidences, he would have been working at the Elgin Mental Health Center, and not as a Personal Support Worker.

In explanation, Mr. Canning said that at some point after becoming a Personal Support Worker, he switched from working the evening shift to the day shift at Elgin Mental Health Center, and continued to report working as a Personal Support Worker during daytime hours on the ACES\$ timesheets. Mr. Canning said that he did not know putting down conflicting work hours would be an issue and "I didn't realize I had to put the exact hours." Mr. Canning added that he was never instructed by anyone from the State to document the actual hours he worked as a Personal Support Worker. Mr. Canning further stated that taking care of his [relation 1] is a 24-hour a day job and that he was "not trying to cheat" in reporting his hours the way he did.

B. Rasheedah Gray

In August 2014, Rasheedah Gray was hired as a Mental Health Technician Trainee at DHS's Elizabeth Ludeman Developmental Center (Ludeman Center) in Park Forest Illinois. She was promoted to Mental Technician I in May 2015, and to Mental Technician II in November 2018. As of April 2019, she earned a base salary of \$37,788 per year from DHS. Ms. Gray tracks her time worked at the Ludeman Center by signing and filling in a Sign-In Sheet, which is pre-printed with her scheduled hours in and out. She and other Ludeman Center employees assigned to her unit and house²⁹ sign their names and write in the times they arrive and leave each day.

²⁹ The Ludeman Center is divided into three residential units comprised of 13-14 homes.

Ms. Gray also worked as a Personal Assistant for an individual who, according to DHS records, lives in Park Forest approximately 0.7 miles from the Ludeman Center. The DON score for this individual is [DON Score 2], and indicates that the individual needs “some” or “frequent” assistance in carrying out many activities of daily life. According to the DON, this individual has no impairment in the functions of “Managing Money” and “Telephoning,” and is “Independent” with respect to those activities. Based on this DON, this individual has a monthly SCM of \$1,710 under Illinois regulation.³⁰

On April 12, 2018, Ms. Gray signed DHS’s “Individual Provider Payment Policies.” Ms. Gray regularly recorded her hours worked as a Personal Assistant on biweekly Home Services Program timesheets, which appeared to be signed by Ms. Gray and the client. Ms. Gray also called into an Electronic Voice Verification (EVV) system when she reportedly began and ended each shift she worked as a Personal Assistant. According to DHS records, Ms. Gray earned \$13 per hour in her role as a Personal Assistant; in this role, she made \$3,309.80 in Fiscal Year (FY) 2018, and another \$18,931.39 in FY 2019.

OEIG investigators reviewed Ms. Gray’s timekeeping records from January 2018 through June 2019 and found that on 99 occasions over this time period, accounting for over 475 hours, the time she recorded on her Sign-In Sheets at the Ludeman Center overlapped with the time she reported working as a Personal Assistant on both her Home Services Program timesheets and EVV records.³¹ At her \$13 per hour rate of pay as a Personal Assistant, Ms. Gray earned over \$6,240 for time she claimed working in this role during times she also reported working at the Ludeman Center.

On May 20, 2021, OEIG investigators interviewed Ms. Gray. Ms. Gray said that in her position as Mental Health Technician II, she is responsible for providing physical and mental care to individuals who reside at the Ludeman Center, including serving them meals and ensuring they are clean and clothed. Ms. Gray said that she must be physically present at the Ludeman Center in order to perform her job responsibilities, and her typical work hours are from 2:00 p.m. until 10:30 p.m. Ms. Gray said that she occasionally earns overtime by working an additional eight-hour overtime shift, which lasts from 10:30 p.m. until 6:20 a.m. the next morning. Ms. Gray estimated that her travel time from her home to work takes approximately ten to fifteen minutes via automobile.

Ms. Gray confirmed that she serves as a Personal Assistant for an individual who she met through a mutual acquaintance. Ms. Gray confirmed that she signed DHS’s Individual Provider Payment Policy, and that by doing so she agreed that she is not permitted to work hours as a Personal Assistant that she also works at another job. Ms. Gray stated that she reports the hours she works as a Personal Assistant by submitting a Home Services Program timesheet to DHS, and also by calling into the EVV system at the beginning and ending of each shift that she works as a Personal Assistant. Ms. Gray acknowledged that she fills out her Home Services Program timesheet and signs a certification on that timesheet that states that falsification of any information on the timesheet could lead to criminal persecution.

³⁰ 89 Ill. Admin Code 679.50(b).

³¹ A detailed chart of Ms. Gray’s overlapping time is included in Appendix B to this report.

During her OEIG interview, investigators asked Ms. Gray about a number of occasions in which she reported working as a Personal Assistant during times she also was signed in at her job as a Mental Health Technician II at the Ludeman Center. Ms. Gray admitted that on each of these occasions, she was physically present at the Ludeman Center. When told that there were approximately 99 occasions between August 2018 and July 2019 in which she submitted timekeeping records reporting her as simultaneously working both as a Personal Assistant and as a Mental Health Technician II at the Ludeman Center, Ms. Gray stated that on each of these occasions, she was working at the Ludeman Center. Mr. Gray said that her Home Services Program timesheets and Ludeman Center timesheets for 2019 and 2020³² would probably show a similar number of days in which she reported working simultaneously as a Personal Assistant and as a Mental Health Technician II at the Ludeman Center, and that she would have been working at the Ludeman Center on each of these occasions.

In explanation, Mr. Gray said that when she reported working both as a Personal Assistant and as a Mental Health Technician II at the Ludeman Center, it reflected one of two situations. First, Ms. Gray said that at times she logged in as a Personal Assistant while also signed into her Mental Health Technician II job at the Ludeman Center, and she performed work as a Personal Assistant by paying her client's bills, making telephone calls on her client's behalf,³³ or planning her client's medication schedule. Ms. Gray added she would then go to her client's home and check on [Individual 1] during her breaks at the Ludeman Center. As another explanation for her overlapping hours, Ms. Gray said that at times she would forget to call the EVV system when she began working as a Personal Assistant for her client, and would later call the EVV system when not serving as a Personal Assistant to "make up" the hours she had earlier worked but not reported. Ms. Gray said that at times, those "make up" hours came during times she worked at the Ludeman Center.

C. Terri Diego

Terri Diego was hired by DHS on July 1, 2003 and works as a Registered Nurse 2 at the Chicago-Read Mental Health Center (Chicago-Read). As of April 2019, she earned a base salary of \$88,800 per year from DHS. Ms. Diego tracks the time she works at Chicago-Read by signing and filling in a Daily Staff Attendance Report, which is pre-printed with her scheduled hours in and out. Ms. Diego and other Chicago-Read employees either write in a checkmark next to their in and out times on the Attendance Reports or handwrite the time they arrived or left.

Ms. Diego also works as a Personal Assistant for an individual who lives at the same home address as Ms. Diego, approximately five miles from Chicago-Read. OEIG investigators reviewed the DON assessment for that individual, which was [DON Score 3], and indicates that [relation 2] is "totally dependent" for [relation 2's] day-to-day activities. Based on this DON, this individual has a monthly SCM of \$2,894 under Illinois regulation.³⁴

³² Ms. Gray said that in October 2020, she took leave from her position at the Ludeman Center and stopped working as a Personal Assistant. As of the date of her interview, Ms. Gray remained on leave from her position at the Ludeman Center.

³³ Ms. Gray acknowledged that DHS forbids its employees from using personal cell phones while working at the Ludeman Center.

³⁴ 89 Ill. Admin Code 679.50(b).

Ms. Diego signed DHS's "Individual Provider Payment Policies." To record the hours she worked as a Personal Assistant, Ms. Diego called into the EVV system and also manually completed Home Service Program timesheets. Signature blocks for both the worker and the client were filled in on Ms. Diego's timesheets, but they appear to be signed in the same handwriting. According to DHS records, Ms. Diego earned \$13 per hour in her role as a Personal Assistant: in that role, she made a total of \$13,378.56 in FY 2018, and another \$14,413.56 in FY 2019.

OEIG investigators reviewed Ms. Diego's timekeeping records from January 2018 through June 2019 and found that on 47 occasions over this time period, accounting for over 380 hours, the time she reported working at Chicago-Read overlapped with the time she claimed to work as a Personal Assistant on her timesheets and through the EVV system.³⁵ At her \$13 per hour rate of pay as a Personal Assistant, Ms. Diego earned over \$4,953 for time she claimed working in this role during times she also reported working at Chicago-Read.

OEIG investigators interviewed Ms. Diego on March 19 and April 19, 2021. Ms. Diego stated that she works as a Registered Nurse II at Chicago-Read for DHS, and in this position she is responsible for the operation and function of a unit within Chicago-Read. Ms. Diego acknowledged that she must be physically present at Chicago-Read to perform her duties and that she has never worked remotely at that location. Ms. Diego stated that she works the day shift at Chicago-Read, generally during the hours of 6:45 a.m. to 3:00 p.m.

Ms. Diego acknowledged she also works as a Personal Assistant for her [relation 2] on her days off from Chicago-Read, and that she signed the Waiver Provider Agreement on behalf of both herself and her [relation 2]. Ms. Diego said that she works as a Personal Assistant on her two days off from Chicago-Read each week for approximately eleven hours each day, so she spends approximately 88 hours per month working as a Personal Assistant. Ms. Diego added that when she is working at Chicago-Read, her [relation 3] takes care of her [relation 2] three days per week, and she pays another individual \$100 per day to take care of her [relation 2] on the two remaining days of each week. Ms. Diego said that to document her work as a Personal Assistant, she calls into the EVV system, and also fills out Home Service Program timesheets.

During her interview, OEIG investigators asked Ms. Diego about a number of occasions in which she reported working as a Personal Assistant for her [relation 2] during times she was signed into her job at Chicago-Read. Ms. Diego admitted that on each of these occasions, she was physically present at Chicago-Read, and not providing services as a Personal Assistant to her [relation 2] as indicated on her Home Service Program timesheets and through her EVV calls. When OEIG investigators informed Ms. Diego that between January 2018 to June 2019 there were approximately 47 occasions when her timekeeping records showed that she was taking care of her [relation 2] as a Personal Assistant while she was also signed in as working at Chicago-Read, Ms. Diego said that on each of these occasions she was working at Chicago-Read and not providing care for her [relation 2]. Ms. Diego said that investigators would find the same pattern from July 2019 to the present of her reporting that she was taking care of her [relation 2] as a Personal Assistant while she was actually working at Chicago-Read.

³⁵ A detailed chart of Ms. Diego's overlapping time is included in Appendix C to this report.

In explanation, Ms. Diego said that she was not aware there was an issue with her reporting time working as a Personal Assistant at the same time she was reporting time working at Chicago-Read until the OEIG interviewed her. Ms. Diego said that she was told by a DHS social worker and case worker that it was allowable for her to report that she worked hours as a Personal Assistant at the same time she was working at Chicago-Read because every day when she leaves Chicago-Read she goes home and takes care of her [relation 2]. Ms. Diego added that it was easier to call into the EVV system when she got to work at Chicago-Read because she did not want to forget to claim her time as a Personal Assistant, and she was taking care of her [relation 2] after she returned home from Chicago-Read.

IV. ANALYSIS

Under DHS's policies, Individual Providers must be truthful and accurate when reporting the hours worked in these positions. Furthermore, Personal Assistants may not charge DHS for hours in which they also work another job. Michael Canning, Rasheedah Gray, and Terri Diego failed to comply with these conditions for a significant amount of hours throughout the 18 months reviewed by the OEIG.

OEIG investigators first established that Mr. Canning, Ms. Gray, and Ms. Diego misreported the hours they spent as Individual Providers by comparing their Individual Provider timesheets with timekeeping records from their full-time DHS jobs. Mr. Canning's timekeeping records from January 2018 through June 2019 establish that he reported working at the Elgin Mental Health Center at the same time he reported working as a Personal Support Worker on 80 occasions, accounting for over 530 hours, for which he was paid approximately \$11,592.75. Ms. Gray's timekeeping records from January 2018 through June 2019 show that she reported working as a Personal Assistant during times she was also signed in at the Ludeman Center on 99 occasions, accounting for over 475 hours, for which she was paid approximately \$6,240. And Ms. Diego's timekeeping records from January 2018 through June 2019 show that she reported working as a Personal Assistant at the same time she was signed into the Elgin Mental Health Center on 47 occasions, accounting for over 380 hours, for which she was paid approximately \$4,953.

All three subjects also made key admissions that they engaged in inaccurate timekeeping during their OEIG interviews. Mr. Canning admitted that he regularly submitted ACES\$ timesheets certifying that he worked as a Personal Support Worker for his [relation 1] when it would have been impossible for him to do so, as he was working at the Elgin Mental Health Center during those times. Similarly, Ms. Diego admitted that she submitted Home Service Program timesheets purporting to have worked hours as a Personal Assistant for her [relation 2], when in fact she was working as a Registered Nurse II at Chicago-Read during those times. And Ms. Gray admitted that she often submitted Home Service Program timesheets that inaccurately reported the hours she worked as a Personal Assistant in order to "make up" for times when she forgot to utilize the EVV system.

Furthermore, all three acknowledged signing paperwork that established the requirement that they be honest in their timekeeping. All three of them also signed timekeeping records—on scores of occasions—that reminded them that they could face criminal penalties for reporting inaccurate hours. Nonetheless, all three of them continued to submit inaccurate timekeeping

records for years; indeed, all three of them admitted that they continued to submit inaccurate timekeeping records well past the period analyzed by the OEIG in this case.

Although billing for hours not worked as an Individual Provider constitutes fraud, the OEIG notes that Ms. Diego's [relation 2] was assessed as "totally dependent" for [relation 2's] day-to-day activities in [relation 2's] DON, and Mr. Canning's [relation 1] was assessed as needing "extensive personal care and/or constant supervision" in [relation 1's] ICAP test. For this reason, the OEIG is not referring the subjects to the Attorney General's Office for criminal prosecution.³⁶ However, as summarized in this report, their timekeeping records, as well as admissions made during their interviews, make it clear that they did not truthfully and accurately report the times they worked as Individual Providers. As such, the allegations that these individuals violated DHS policies requiring truthful and accurate time reporting in their roles as Individual Providers are [REDACTED].

DHS policy states that an employee may not use DHS time, equipment, resources, or personnel in any outside paid or non-paid employment.³⁷ Ms. Gray admitted that she worked as a Personal Assistant during times she was on duty as a Mental Health Technician II at the Ludeman Center, by paying her client's bills, making telephone calls on her client's behalf, or planning her client's medication schedule. For these reasons, the allegation that Ms. Gray violated DHS policy by using DHS time to conduct outside employment is [REDACTED].

V. [REDACTED] AND RECOMMENDATIONS

As a result of its investigation, the OEIG finds that **THERE IS REASONABLE CAUSE TO ISSUE THE FOLLOWING [REDACTED]:**

- [REDACTED] – Between January 2018 and June 2019, DHS employees Michael Canning, Rasheedah Gray, and Terri Diego, submitted inaccurate timekeeping records for 18 months indicating that they worked as Individual Providers during times when they also reported working at their full-time DHS jobs, in violation of their Individual Provider agreements.
- [REDACTED] – Rasheedah Gray violated DHS policy that an employee may not use DHS time in any outside paid or non-paid employment by working as a Personal Assistant during times she was on duty as a Mental Health Technician II.

In light of these [redacted], the OEIG recommends that DHS analyze the extent to which these three individuals engaged in additional document falsification in 2020 and 2021 and then

³⁶ The individual for whom Ms. Gray provided in-home service, however, was more limited in the nature of needs assessed. Furthermore, it is questionable whether those needs included activities described by Ms. Gray such as paying her client's bills or making telephone calls on her client's behalf. Indeed, DHS's DON for Ms. Gray's client concluded that [Individual 1] had no impairment in the functions of "Managing Money" and "Telephoning" and was "Independent" with respect to those activities. The OEIG further notes that Ms. Gray's purported work as a Personal Assistant outside of her customer's home appears to be forbidden under the Individual Provider Payment policy, which limits Personal Assistants to being paid for hours and tasks performed in the customer's home, with certain narrowly-drawn exceptions.

³⁷ DHS Administrative Directive 01.02.03.015.

take whatever action it deems appropriate with respect to these employees, including issuing discipline and seeking reimbursement from them for the hours that overlapped between DHS employment and their work as Individual Providers.

No further investigative action is needed, and this case is considered closed.

Date: **June 3, 2021**

Office of Executive Inspector General
for the Agencies of the Illinois Governor
69 W. Washington St., Suite 3400
Chicago, IL 60602

By: **Jeffrey Freeman**
Assistant Inspector General #159

Kathryn Schwass
Investigator # 138

APPENDIX A: OVERLAPPING TIME REPORTED BY MICHAEL CANNING

Date	Personal Support Worker ACCESS Timesheets	Mr. Canning's Elgin Mental Health Center Hours Reported on His Sign-In Sheets	Overlap
1/5/2018	8:00 a.m. - 4:00 p.m.	6:55 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
1/11/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
1/12/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
2/1/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
2/5/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
2/9/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
2/16/2018	8:00 a.m. - 4:00 p.m.	6:55 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
2/19/2018	8:00 a.m. - 4:00 p.m.	6:57 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
2/20/2018	8:00 a.m. - 4:00 p.m.	6:57 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
2/22/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
2/26/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
2/27/2018	8:00 a.m. - 4:45 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
3/6/2018	8:00 a.m. - 4:00 p.m.	6:55 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
3/9/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
3/12/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
3/13/2018	8:00 a.m. - 12:00 p.m.	6:55 a.m. - 3:00 p.m.	4:00 (8:00 a.m. - 12:00 p.m.)
3/16/2018	8:00 a.m. - 4:00 p.m.	6:55 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
3/23/2018	8:00 a.m. - 4:00 p.m.	6:55 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
3/27/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
4/2/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
4/6/2018	8:00 a.m. - 4:00 p.m.	6:55 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
4/9/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
4/17/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
4/19/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
4/20/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
4/23/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
4/26/2018	8:00 a.m. - 12:45 p.m.	7:00 a.m. - 3:00 p.m.	4:45 (8:00 a.m. - 12:45 p.m.)
5/1/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
5/8/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
5/10/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
5/11/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
5/14/2018	8:00 a.m. - 12:00 p.m.	7:00 a.m. - 3:00 p.m.	4:00 (8:00 a.m. - 12:00 p.m.)
5/21/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
6/14/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
6/18/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
6/25/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
6/28/2018	8:00 a.m. - 12:45 p.m.	7:00 a.m. - 3:00 p.m.	4:45 (8:00 a.m. - 12:45 p.m.)
7/2/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
7/6/2018	8:00 a.m. - 4:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)

APPENDIX B: OVERLAPPING TIME REPORTED BY RASHEEDAH GRAY

Date	Ms. Gray's Hours Reported on her Ludeman Center Sign-In Sheets	Personal Assistant Timesheets³⁸	Overlap
8/2/2018	2:00 p.m. - 10:30 p.m.	5:45 p.m. - 10:45 p.m.	4:45 (5:45 p.m. - 10:30 p.m.)
8/3/2018	2:00 p.m. - 10:30 p.m.	1:32 p.m. - 7:43 p.m.	5:43 (2:00 p.m. - 7:43 p.m.)
8/19/2018	2:00 p.m. - 6:30 a.m.	12:58 p.m. - 8:01 p.m.	6:01 (2:00 p.m. - 8:01 p.m.)
8/21/2018	4:00 p.m. - 10:30 p.m.	3:12 p.m. - 8:36 p.m.	4:36 (4:00 p.m. - 8:35 p.m.)
8/22/2018	2:00 p.m. - 10:30 p.m.	9:19 a.m. - 2:30 p.m.	0:30 (2:00 p.m. - 2:30 p.m.)
8/23/2018	2:00 p.m. - 10:30 p.m.	12:13 p.m. - 7:09 p.m.	5:09 (2:00 p.m. - 7:09 p.m.)
8/28/2018	2:00 p.m. - 10:30 p.m.	12:18 p.m. - 7:03 p.m.	5:03 (2:00 p.m. - 7:03 p.m.)
8/29/2018	2:00 p.m. - 6:20 a.m.	12:12 p.m. - 6:28 p.m.	4:28 (2:00 p.m. - 6:28 p.m.)
8/30/2018	2:00 p.m. - 10:30 p.m.	7:21 p.m. - 10:36 p.m.	3:09 (7:21 p.m. - 10:30 p.m.)
9/2/2018	2:00 p.m. - 10:30 p.m.	12:56 p.m. - 8:01 p.m.	6:01 (2:00 p.m. - 8:01 p.m.)
9/3/2018	2:00 p.m. - 6:30 a.m.	11:58 a.m. - 7:01 p.m.	5:01 (2:00 p.m. - 7:01 p.m.)
9/7/2018	2:00 p.m. - 10:30 p.m.	11:14 a.m. - 6:21 p.m.	4:21 (2:00 p.m. - 6:21 p.m.)
9/12/2018	2:00 p.m. - 10:30 p.m.	11:39 a.m. - 6:56 p.m.	4:56 (2:00 p.m. - 6:56 p.m.)
9/18/2018	2:00 p.m. - 10:30 p.m.	8:18 a.m. - 3:59 p.m.	1:59 (2:00 p.m. - 3:59 p.m.)
9/19/2018	2:00 p.m. - 10:30 p.m.	11:07 a.m. - 6:55 p.m.	4:55 (2:00 p.m. - 6:55 p.m.)
9/20/2018	2:00 p.m. - 10:30 p.m.	10:49 a.m. - 6:16 p.m.	4:16 (2:00 p.m.-6:16 p.m.)
9/22/2018	2:00 p.m. - 10:30 p.m.	12:24 p.m. - 6:17 p.m.	4:17 (2:00 p.m. - 6:17 p.m.)
9/24/2018	2:00 p.m. - 10:30 p.m.	12:39 p.m. - 7:03 p.m.	5:03 (2:00 p.m. - 7:03 p.m.)
9/29/2018	2:00 p.m. - 10:30 p.m.	1:33 p.m. - 6:53 p.m.	4:53 (2:00 p.m. - 6:53 p.m.)
9/30/2018	2:00 p.m. - 10:30 p.m.	12:18 p.m. - 4:38 p.m.	2:38 (2:00 p.m. - 4:38 p.m.)
10/2/2018	2:00 p.m. - 10:30 p.m.	12:03 p.m. - 6:28 p.m.	4:28 (2:00 p.m. - 6:28 p.m.)
10/3/2018	2:00 p.m. - 10:30 p.m.	11:38 a.m. - 6:08 p.m.	4:08 (2:00 p.m. - 6:08 p.m.)
10/4/2018	2:00 p.m. - 6:20 a.m.	12:46 p.m. - 7:02 p.m.	5:02 (2:00 p.m. - 7:02 p.m.)
10/8/2018	2:00 p.m. - 10:30 p.m.	6:15 p.m. - 10:28 p.m.	4:13 (6:15 p.m. - 10:28 p.m.)
10/9/2018	2:00 p.m. - 10:30 p.m.	12:17 p.m. - 8:36 p.m.	6:36 (2:00 p.m. - 8:36 p.m.)
10/10/2018	2:00 p.m. - 10:30 p.m.	12:06 p.m. - 7:01 p.m.	5:01 (2:00 p.m. - 7:01 p.m.)
10/14/2018	2:00 p.m. - 10:30 p.m.	12:26 p.m. - 7:04 p.m.	5:04 (2:00 p.m. - 7:04 p.m.)
10/19/2018	2:00 p.m. - 10:30 p.m.	12:30 p.m. - 6:52 p.m.	4:52 (2:00 p.m. - 6:52 p.m.)
10/20/2018	2:00 p.m. - 10:30 p.m.	1:06 p.m. - 8:03 p.m.	6:03 (2:00 p.m. - 8:03 p.m.)
10/21/2018	2:00 p.m. - 10:30 p.m.	11:40 a.m. - 7:38 p.m.	5:38 (2:00 p.m. - 7:38 p.m.)
10/23/2018	2:00 p.m. - 10:30 p.m.	12:34 p.m. - 8:03 p.m.	6:03 (2:00 p.m. - 8:03 p.m.)
10/26/2018	2:00 p.m. - 10:30 p.m.	11:15 a.m. - 7:17 p.m.	5:17 (2:00 p.m. - 7:17 p.m.)
10/30/2018	2:00 p.m. - 10:30 p.m.	12:01 p.m. - 8:19 p.m.	6:19 (2:00 p.m. - 8:19 p.m.)
11/5/2018	2:00 p.m. - 5:00 p.m.	12:06 p.m. - 6:44 p.m.	3:00 (2:00 p.m. - 5:00 p.m.)
11/9/2018	2:00 p.m. - 6:20 a.m.	12:44 p.m. - 6:48 p.m.	4:48 (2:00 p.m. - 6:48 p.m.)
11/10/2018	2:00 p.m. - 6:20 a.m.	11:56 a.m. - 6:04 p.m.	4:04 (2:00 p.m. - 6:04 p.m.)

³⁸ DHS did not provide the OEIG with the Home Service Program timesheet covering August 16-31, 2018. The OEIG used Ms. Gray's EVV records to determine the hours she claimed to have worked as a PA on those dates.

11/14/2018	2:00 p.m. - 10:30 p.m.	8:49 a.m. - 4:33 p.m.	2:33 (2:00 p.m. - 4:33 p.m.)
11/15/2018	2:00 p.m. - 10:30 p.m.	1:14 p.m. - 6:52 p.m.	4:52 (2:00 p.m. - 6:52 p.m.)
11/19/2018	2:00 p.m. - 10:30 p.m.	12:26 p.m. - 7:04 p.m.	5:04 (2:00 p.m. - 7:04 p.m.)
11/20/2018	2:00 p.m. - 10:30 p.m.	3:43 p.m. - 10:49 p.m.	6:47 (3:43 p.m. - 10:30 p.m.)
11/21/2018	2:00 p.m. - 6:20 a.m.	12:58 p.m. - 7:01 p.m.	5:01 (2:00 p.m. - 7:01 p.m.)
11/22/2018	2:00 p.m. - 6:20 a.m.	1:46 p.m. - 9:19 p.m.	7:19 (2:00 p.m. - 9:19 p.m.)
11/25/2018	2:00 p.m. - 6:20 a.m.	7:27 p.m. - 10:35 p.m.	3:08 (7:27 p.m. - 10:35 p.m.)
11/26/2018	2:00 p.m. - 6:20 a.m.	1:33 p.m. - 9:01 p.m.	7:01 (2:00 p.m. - 9:01 p.m.)
11/29/2018	2:00 p.m. - 6:20 a.m.	1:21 p.m. - 7:44 p.m.	5:44 (2:00 p.m. - 7:44 p.m.)
12/10/2018	2:00 p.m. - 10:30 p.m.	10:57 a.m. - 7:08 p.m.	5:08 (2:00 p.m. - 7:08 p.m.)
12/11/2018	2:00 p.m. - 10:30 p.m.	9:15 a.m. - 3:30 p.m.	1:30 (2:00 p.m. - 3:30 p.m.)
12/15/2018	2:00 p.m. - 10:30 p.m.	1:47 p.m. - 8:02 p.m.	6:02 (2:00 p.m. - 8:02 p.m.)
12/16/2018	2:00 p.m. - 10:30 p.m.	1:14 p.m. - 7:10 p.m.	5:10 (2:00 p.m. - 7:10 p.m.)
12/25/2018	2:00 p.m. - 6:20 a.m.	12:22 p.m. - 7:14 p.m.	5:14 (2:00 p.m. - 7:14 p.m.)
12/26/2018	2:00 p.m. - 10:30 p.m.	1:41 p.m. - 8:10 p.m.	6:10 (2:00 p.m. - 8:10 p.m.)
1/3/2019	2:00 p.m. - 10:30 p.m.	11:48 a.m. - 7:35 p.m.	5:35 (2:00 p.m. - 7:35 p.m.)
1/7/2019	2:00 p.m. - 10:30 p.m.	12:39 p.m. - 6:08 p.m.	4:08 (2:00 p.m. - 6:08 p.m.)
1/11/2019	2:00 p.m. - 11:15 p.m.	1:22 p.m. - 8:18 p.m.	6:18 (2:00 p.m. - 8:18 p.m.)
1/12/2019	2:00 p.m. - 6:20 a.m.	1:54 p.m. - 9:19 p.m.	7:19 (2:00 p.m. - 9:19 p.m.)
2/28/2019	2:00 p.m. - 6:20 a.m.	10:35 a.m. - 2:30 p.m.	0:30 (2:00 p.m. - 2:30 p.m.)
3/5/2019	2:00 p.m. - 6:20 a.m.	12:09 p.m. - 7:48 p.m.	5:48 (2:00 p.m. - 7:48 p.m.)
3/10/2019	2:00 p.m. - 10:30 p.m.	1:45 p.m. - 8:30 p.m.	6:30 (2:00 p.m. - 8:30 p.m.)
3/11/2019	2:00 p.m. - 10:30 p.m.	1:41 p.m. - 6:00 p.m.	4:00 (2:00 p.m. - 6:00 p.m.)
3/12/2019	2:00 p.m. - 6:20 a.m.	12:55 p.m. - 4:44 p.m.	2:44 (2:00 p.m. - 4:44 p.m.)
3/16/2019	2:00 p.m. - 6:20 a.m.	1:42 p.m. - 6:40 p.m.	4:40 (2:00 p.m. - 6:40 p.m.)
3/19/2019	2:00 p.m. - 6:20 a.m.	12:39 p.m. - 7:09 p.m.	5:09 (2:00 p.m. - 7:09 p.m.)
3/22/2019	2:00 p.m. - 10:30 p.m.	1:18 p.m. - 6:45 p.m.	4:45 (2:00 p.m. - 6:45 p.m.)
3/25/2019	2:00 p.m. - 10:30 p.m.	1:07 p.m. - 7:23 p.m.	5:23 (2:00 p.m. - 7:23 p.m.)
3/26/2019	2:00 p.m. - 6:20 a.m.	1:10 p.m. - 7:36 p.m.	5:36 (2:00 p.m. - 7:36 p.m.)
3/27/2019	2:00 p.m. - 10:30 p.m.	1:39 p.m. - 6:20 p.m.	4:20 (2:00 p.m. - 6:20 p.m.)
3/28/2019	2:00 p.m. - 10:30 p.m.	1:45 p.m. - 6:37 p.m.	4:37 (2:00 p.m. - 6:37 p.m.)
4/1/2019	2:00 p.m. - 10:30 p.m.	8:21 a.m. - 7:01 p.m.	5:01 (2:00 p.m. - 7:01 p.m.)
4/4/2019	2:00 p.m. - 10:30 p.m.	1:43 p.m. - 6:17 p.m.	4:17 (2:00 p.m. - 6:17 p.m.)
4/5/2019	2:00 p.m. - 10:30 p.m.	1:33 p.m. - 6:05 p.m.	4:05 (2:00 p.m. - 6:05 p.m.)
4/9/2019	2:00 p.m. - 10:30 p.m.	12:42 p.m. - 6:23 p.m.	4:23 (2:00 p.m. - 6:23 p.m.)
4/10/2019	2:00 p.m. - 10:30 p.m.	1:40 p.m. - 7:20 p.m.	5:20 (2:00 p.m. - 7:20 p.m.)
4/20/2019	2:00 p.m. - 10:30 p.m.	1:42 p.m. - 6:52 p.m.	4:52 (2:00 p.m. - 6:52 p.m.)
4/21/2019	2:00 p.m. - 6:20 a.m.	12:36 p.m. - 6:26 p.m.	4:26 (2:00 p.m. - 6:26 p.m.)
4/27/2019	2:00 p.m. - 6:20 a.m.	1:45 p.m. - 7:56 p.m.	5:56 (2:00 p.m. - 7:56 p.m.)
5/2/2019	2:00 p.m. - 10:30 p.m.	1:40 p.m. - 8:25 p.m.	6:25 (2:00 p.m. - 8:25 p.m.)
5/3/2019	6:10 a.m. - 10:30 p.m.	10:48 a.m. - 5:48 p.m.	7:00 (10:48 a.m. - 5:48 p.m.)
5/6/2019	2:00 p.m. - 6:20 a.m.	9:00 a.m. - 6:17 p.m.	4:17 (2:00 p.m. - 6:17 p.m.)
5/9/2019	2:00 p.m. - 10:30 p.m.	1:28 p.m. - 7:36 p.m.	5:36 (2:00 p.m. - 7:36 p.m.)
5/11/2019	2:00 p.m. - 7:00 a.m.	1:20 p.m. - 7:12 p.m.	5:12 (2:00 p.m. - 7:12 p.m.)
5/13/2019	2:00 p.m. - 6:20 a.m.	4:26 p.m. - 10:00 p.m.	5:34 (4:26 p.m. - 10:00 p.m.)

5/16/2019	2:00 p.m. - 6:20 a.m.	1:01 p.m. - 7:22 p.m.	5:22 (2:00 p.m. - 7:22 p.m.)
5/28/2019	2:00 p.m. - 6:10 a.m.	1:36 p.m. - 7:23 p.m.	5:23 (2:00 p.m. - 7:23 p.m.)
6/1/2019	2:00 p.m. - 10:30 p.m.	1:44 p.m. - 9:54 p.m.	7:54 (2:00 p.m. - 9:54 p.m.)
6/3/2019	2:00 p.m. - 10:30 p.m.	1:38 p.m. - 6:59 p.m.	4:59 (2:00 p.m. - 6:59 p.m.)
6/4/2019	6:10 a.m. - 2:10 p.m.	1:35 p.m. - 5:17 p.m.	0:35 (1:35 p.m. - 2:10 p.m.)
6/6/2019	2:00 p.m. - 6:20 a.m.	1:37 p.m. - 7:10 p.m.	5:10 (2:00 p.m. - 7:10 p.m.)
6/7/2019	2:00 p.m. - 11:00 p.m.	8:06 p.m. - 11:05 p.m.	2:54 (8:06 p.m. - 11:00 p.m.)
6/8/2019	2:00 p.m. - 10:30 p.m.	12:59 p.m. - 6:36 p.m.	4:36 (2:00 p.m. - 6:36 p.m.)
6/9/2019	2:00 p.m. - 10:30 p.m.	7:15 p.m. - 10:48 p.m.	3:15 (7:15 p.m. - 10:30 p.m.)
6/11/2019	2:00 p.m. - 6:20 a.m.	12:46 p.m. - 6:57 p.m.	4:57 (2:00 p.m. - 6:57 p.m.)
6/13/2019	2:00 p.m. - 10:30 p.m.	1:41 p.m. - 7:28 p.m.	5:28 (2:00 p.m. - 7:28 p.m.)
6/20/2019	2:00 p.m. - 10:30 p.m.	1:31 p.m. - 6:42 p.m.	4:42 (2:00 p.m. - 6:42 p.m.)
6/23/2019	2:00 p.m. - 6:20 a.m.	1:52 p.m. - 8:16 p.m.	6:16 (2:00 p.m. - 8:16 p.m.)
6/24/2019	2:00 p.m. - 10:30 p.m.	1:44 p.m. - 7:19 p.m.	5:19 (2:00 p.m. - 7:19 p.m.)
7/2/2019	2:00 p.m. - 6:20 a.m.	1:48 p.m. - 6:11 p.m.	4:11 (2:00 p.m. - 6:11 p.m.)
7/8/2019	2:00 p.m. - 10:30 p.m.	10:06 a.m. - 3:26 p.m.	1:26 (2:00 p.m. - 3:26 p.m.)
7/14/2019	2:00 p.m. - 6:20 a.m.	11:39 a.m. - 7:23 p.m.	5:23 (2:00 p.m. - 7:23 p.m.)
7/15/2019	2:00 p.m. - 10:50 p.m.	1:43 p.m. - 6:56 p.m.	4:56 (2:00 p.m. - 6:56 p.m.)
Total:			477:35

APPENDIX C: OVERLAPPING TIME REPORTED BY TERRI DIEGO

Date	Ms. Diego's Hours Reported on her Chicago-Read Attendance Reports	Personal Assistant Timesheets	Overlap
1/6/2018	7:00 a.m. - 3:00 p.m.	5:59 a.m. - 4:59 p.m.	8:00 (7:00 a.m. - 3:00 p.m.)
1/20/2018	6:45 a.m. - 3:00 p.m.	6:00 a.m. - 5:00 p.m.	8:15 (6:45 a.m. - 3:00 p.m.)
1/21/2018	6:45 a.m. - 3:30 p.m.	6:00 a.m. - 5:30 p.m.	8:45 (6:45 a.m. - 3:30 p.m.)
2/3/2018	6:45 a.m. - 3:00 p.m.	6:01 a.m. - 5:01 p.m.	8:15 (6:45 a.m. - 3:00 p.m.)
2/4/2018	6:45 a.m. - 3:00 p.m.	6:00 a.m. - 4:53 p.m.	8:15 (6:45 a.m. - 3:00 p.m.)
2/17/2018	6:45 a.m. - 3:00 p.m.	6:01 a.m. - 7:40 p.m.	8:15 (6:45 a.m. - 3:00 p.m.)
2/18/2018	6:45 a.m. - 3:00 p.m.	6:01 a.m. - 3:18 p.m.	8:15 (6:45 a.m. - 3:00 p.m.)
4/1/2018	6:45 a.m. - 3:00 p.m.	5:58 a.m. - 5:00 p.m.	8:15 (6:45 a.m. - 3:00 p.m.)
4/28/2018	6:45 a.m. - 3:00 p.m.	6:00 a.m. - 5:00 p.m.	8:15 (6:45 a.m. - 3:00 p.m.)
4/29/2018	6:45 a.m. - 3:00 p.m.	6:00 a.m. - 4:39 p.m.	8:15 (6:45 a.m. - 3:00 p.m.)
6/23/2018	6:45 am - 3:00 p.m.	6:13 a.m. - 5:00 p.m.	8:15 (6:45 a.m. - 3:00 p.m.)
6/24/2018	6:45 a.m. - 3:00 p.m.	6:01 a.m. - 5:00 p.m.	8:15 (6:45 a.m. - 3:00 p.m.)
7/7/2018	6:45 a.m. - 3:00 p.m.	6:00 a.m. - 5:02 p.m.	8:15 (6:45 a.m. - 3:00 p.m.)
7/8/2018	6:45 a.m. - 3:00 p.m.	6:00 a.m. - 5:01 p.m.	8:15 (6:45 a.m. - 3:00 p.m.)
7/21/2018	6:45 a.m. - 3:00 p.m.	6:00 a.m. - 5:03 p.m.	8:15 (6:45 a.m. - 3:00 p.m.)
8/4/2018	6:45 a.m. - 3:00 p.m.	6:01 a.m. - 5:24 p.m.	8:15 (6:45 a.m. - 3:00 p.m.)
8/11/2018	6:45 a.m. - 3:00 p.m.	6:00 a.m. - 1:26 p.m.	6:41 (6:45 a.m. - 3:00 p.m.)
8/18/2018	6:45 a.m. - 3:00 p.m.	6:00 a.m. - 5:05 p.m.	8:15 (6:45 a.m. - 3:00 p.m.)
8/19/2018	6:45 a.m. - 11:00 p.m.	6:01 a.m. - 4:44 p.m.	9:59 (6:45 a.m. - 4:44 p.m.)
9/1/2018	6:45 a.m. - 3:30 p.m.	7:14 a.m. - 4:00 p.m.	8:16 (7:14 a.m. - 3:30 p.m.)
9/2/2018	6:45 a.m. - 3:00 p.m.	6:50 a.m. - 2:53 p.m.	8:03 (6:50 a.m. - 2:53 p.m.)
9/15/2018	7:15 a.m. - 3:15 p.m.	7:26 a.m. - 1:25 p.m.	5:59 (7:26 a.m. - 1:25 p.m.)
9/29/2018	6:45 a.m. - 11:00 p.m.	7:02 a.m. - 5:02 p.m.	10:00 (7:02 a.m. - 5:02 p.m.)
9/30/2018	7:35 a.m. - 3:15 p.m.	8:04 a.m. - 7:00 p.m.	7:11 (8:04 a.m. - 3:15 p.m.)
10/13/2018	7:00 a.m. - 3:00 p.m.	8:01 a.m. - 7:01 p.m.	6:59 (8:01 a.m. - 3:00 p.m.)
10/14/2018	6:45 a.m. - 3:00 p.m.	6:58 a.m. - 5:48 p.m.	8:02 (6:58 a.m. - 3:00 p.m.)
11/10/2018	6:45 a.m. - 11:00 p.m.	7:00 a.m. - 6:00 p.m.	11:00 (7:00 a.m. - 6:00 p.m.)
11/11/2018	6:45 a.m. - 11:00 p.m.	7:00 a.m. - 5:59 p.m.	10:59 (7:00 a.m. - 5:59 p.m.)
11/24/2018	6:45 a.m. - 3:00 p.m.	8:00 a.m. - 7:00 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
11/25/2018	6:45 a.m. - 3:00 p.m.	8:03 a.m. - 7:03 p.m.	6:57 (8:03 a.m. - 3:00 p.m.)
12/22/2018	6:45 a.m. - 3:00 p.m.	8:00 a.m. - 6:59 p.m.	7:00 (8:00 a.m. - 3:00 p.m.)
1/6/2019	6:45 a.m. - 3:00 p.m.	7:00 a.m. - 6:00 p.m.	8:00 (7:00 a.m. - 3:00 p.m.)
1/19/2019	6:45 a.m. - 3:00 p.m.	7:00 a.m. - 6:04 p.m.	8:00 (7:00 a.m. - 3:00 p.m.)
1/20/2019	6:45 a.m. - 3:00 p.m.	6:59 a.m. - 5:50 p.m.	8:00 (7:00 a.m. - 3:00 p.m.)
1/27/2019	6:45 a.m. - 3:00 p.m.	7:00 a.m. - 6:00 p.m.	8:00 (7:00 a.m. - 3:00 p.m.)
2/3/2019	6:45 a.m. - 3:00 p.m.	9:10 a.m. - 8:09 p.m.	5:50 (9:10 a.m. - 3:00 p.m.)
2/16/2019	7:00 a.m. - 3:00 p.m.	7:00 a.m. - 5:59 p.m.	8:00 (7:00 a.m. - 3:00 p.m.)
2/17/2019	6:45 a.m. - 11:00 p.m.	6:59 a.m. - 6:58 p.m.	11:59 (6:59 a.m. - 6:58 p.m.)
3/2/2019	6:45 a.m. - 3:00 p.m.	6:59 a.m. - 5:59 p.m.	8:01 (6:59 a.m. - 3:00 p.m.)

3/16/2019	6:45 a.m. - 11:00 p.m.	8:10 a.m. - 4:10 p.m.	8:00 (8:10 a.m. - 4:10 p.m.)
3/17/2019	6:45 a.m. - 3:00 p.m.	8:42 a.m. - 4:42 p.m.	6:18 (8:42 a.m. - 3:00 p.m.)
4/13/2019	6:45 a.m. - 3:00 p.m.	7:29 a.m. - 6:13 p.m.	7:31 (7:29 a.m. - 3:00 p.m.)
4/27/2019	6:45 a.m. - 3:00 p.m.	7:37 a.m. - 6:30 p.m.	7:23 (7:37 a.m. - 3:00 p.m.)
6/8/2019	6:45 a.m. - 3:00 p.m.	7:09 a.m. - 6:34 p.m.	7:51 (7:09 a.m. - 3:00 p.m.)
6/9/2019	6:45 a.m. - 3:00 p.m.	6:58 a.m. - 5:58 p.m.	8:02 (6:58 a.m. - 3:00 p.m.)
6/22/2019	6:45 a.m. - 3:00 p.m.	6:58 a.m. - 5:58 p.m.	8:02 (6:58 a.m. - 3:00 p.m.)
6/23/2019	6:45 a.m. - 3:00 p.m.	6:57 a.m. - 5:58 p.m.	8:03 (6:57 a.m. - 3:00 p.m.)
Total:			381:36



JB Pritzker, Governor

Illinois Department of Human Services

Grace B. Hou, Secretary

100 W. Randolph • Chicago, Illinois 60601

June 23, 2021

Via E-Mail to Sherry Bult, Senior Paralegal, at [REDACTED]@illinois.gov, on behalf of:

Susan M. Haling

Executive Inspector General

Office of the Executive Inspector General for the Agencies of the Illinois Governor

69 West Washington Street, Suite 3400

Chicago, Illinois 60602

RE: Response to the Final Report for Complaint Number 19-00547

Dear Executive Inspector General Haling:

This letter responds to the Final Report for Complaint Number 19-00547. That Report includes two [REDACTED] allegations, and also makes several recommendations. The Department of Human Services (DHS) is reviewing the Report. Your office will receive an update regarding this matter within one month. If you have any questions, please feel free to contact Robert J. Grindle, DHS' Ethics Officer.

Regards,

/s/ Grace B. Hou by /s/ Robert J. Grindle

Grace B. Hou

Secretary



JB Pritzker, Governor

Illinois Department of Human Services

Grace B. Hou, Secretary

100 W. Randolph • Chicago, Illinois 60601

August 13, 2021

Via E-Mail to Sherry Bult, Senior Paralegal, at [REDACTED]@illinois.gov, on behalf of:

Susan M. Haling

Executive Inspector General

Office of the Executive Inspector General for the Agencies of the Illinois Governor

69 West Washington Street, Suite 3400

Chicago, Illinois 60602

RE: Response to the Final Report for Complaint Number 19-00547

Dear Executive Inspector General Haling:

This letter updates a previous response to the Final Report for Complaint Number 19-00547. That Report includes two [REDACTED] allegations, and also makes several recommendations. As you know, the Department of Human Services (DHS) is continuing its review of the Report. Your office will receive an update regarding this matter within two months. If you have any questions, please feel free to contact Robert J. Grindle, DHS' Ethics Officer.

Regards,

/s/ Grace B. Hou by /s/ Robert J. Grindle

Grace B. Hou

Secretary



JB Pritzker, Governor

Illinois Department of Human Services

Grace B. Hou, Secretary

100 W. Randolph • Chicago, Illinois 60601

October 13, 2021

Via E-Mail to Sherry Bult, Senior Paralegal, at [REDACTED]@illinois.gov, on behalf of:

Susan M. Haling

Executive Inspector General

Office of the Executive Inspector General for the Agencies of the Illinois Governor

69 West Washington Street, Suite 3400

Chicago, Illinois 60602

RE: Response to the Final Report for Complaint Number 19-00547

Dear Executive Inspector General Haling:

This letter updates a previous response to the Final Report for Complaint Number 19-00547. That Report includes two [REDACTED] allegations, and also makes several recommendations. As you know, the Department of Human Services (DHS) is continuing its review of the Report. Your office will receive an update regarding this matter within two months. If you have any questions, please feel free to contact Robert J. Grindle, DHS' Ethics Officer.

Regards,

/s/ Grace B. Hou by /s/ Robert J. Grindle

Grace B. Hou
Secretary



JB Pritzker, Governor

Illinois Department of Human Services

Grace B. Hou, Secretary

100 W. Randolph • Chicago, Illinois 60601

December 13, 2021

Via E-Mail to Sherry Bult, Senior Paralegal, at [REDACTED]@illinois.gov, on behalf of:

Susan M. Haling

Executive Inspector General

Office of the Executive Inspector General for the Agencies of the Illinois Governor

69 West Washington Street, Suite 3400

Chicago, Illinois 60602

RE: Response to the Final Report for Complaint Number 19-00547

Dear Executive Inspector General Haling:

This letter updates a previous response to the Final Report for Complaint Number 19-00547. That Report includes two [REDACTED] allegations. Pursuant to the Report's recommendations, Department of Human Services (DHS) staff are reviewing time sheets. As you probably know, this process is time-intensive. Your office will receive an update as the process moves along. If you have any questions, please feel free to contact Robert J. Grindle, DHS' Ethics Officer.

Regards,

/s/ Grace B. Hou by /s/ Robert J. Grindle

Grace B. Hou

Secretary



JB Pritzker, Governor

Illinois Department of Human Services

Grace B. Hou, Secretary

Office of the General Counsel

69 West Washington • 9th Floor • Chicago, Illinois 60602

July 21, 2022

Via E-Mail to Sherry Bult, Senior Paralegal, at [REDACTED]@illinois.gov, on behalf of:

Susan M. Haling
Executive Inspector General
Office of the Executive Inspector General for the Agencies of the Illinois Governor
69 West Washington Street, Suite 3400
Chicago, Illinois 60602

RE: Updated Response to the Final Report for Complaint Number 19-00547

Dear Executive Inspector General Haling:

This letter updates a previous response to the Final Report for Complaint Number 19-00547. That Report made three recommendations not only for the subjects of the complaint, but also for the people noted in footnotes two and twenty-six, namely to further review time and billing records to detect more double billing; to recover funds; and to issue appropriate discipline.

The review of time records is complete. The table below summarizes the findings and status for each person. As indicated below, two employees—Michael Canning and Rasheedah Gray—met the threshold for referral to the Illinois State Police (ISP), so that referral has been made. DHS will take no further action regarding those two employees until ISP completes its investigation. [REDACTED]

[REDACTED]. Otherwise, the debts indicated have been established. Further, when appropriate, the person has been referred to the Department of Healthcare and Family Services (HFS) for consideration of program sanctions or the person has been terminated as a provider in the waiver program.

[REDACTED]

[REDACTED]

Status information for the individuals named in the Final Report is:

Name	Current Employer	Hours Double Billed	Overpayment Amount	Debt Established?
Canning, Michael	IDHS	1874	\$ 40,759.50	No, sent to ISP
Gray, Rasheedah	IDHS	563.13	\$ 7,772.41	No, sent to ISP
Diego, Terri	IDHS	380.55	\$ 5,129.81	Yes
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

The two matters with ISP may take some time to resolve. In addition, as you probably know, the disciplinary process may also take some time to resolve. As such, your office will receive an update as the process moves along. If you have any questions, please feel free to contact Robert J. Grindle, DHS' Ethics Officer.

Regards,

/s/ Grace B. Hou by /s/ Robert J. Grindle

Grace B. Hou
Secretary



JB Pritzker, Governor

Illinois Department of Human Services

Grace B. Hou, Secretary

Office of the General Counsel

69 West Washington • 9th Floor • Chicago, Illinois 60602

February 22, 2023

Via E-Mail to Sherry Bult, Senior Paralegal, at [REDACTED]@illinois.gov, on behalf of:

Susan M. Haling

Executive Inspector General

Office of the Executive Inspector General for the Agencies of the Illinois Governor

69 West Washington Street, Suite 3400

Chicago, Illinois 60602

RE: Updated Response to the Final Report for Complaint Number 19-00547

Dear Executive Inspector General Haling:

This letter updates a previous response to the Final Report for Complaint Number 19-00547. That Report made three recommendations not only for the subjects of the complaint, but also for the people noted in footnotes two and twenty-six, namely to further review time and billing records to detect more double billing; to recover funds; and to issue appropriate discipline.

At the time of the last update two employees—Michael Canning and Rasheedah Gray—had been referred to the Illinois State Police (ISP). One case—Mr. Canning’s—was declined by ISP. Regarding Mr. Canning, he was terminated as a Personal Support Worker (PSW), and a debt was established in the amount of \$40,759.50. Regarding Ms. Gray, ISP is still investigating, so no further action can be taken at this time.

The table below indicates the amount of debt established, its status, and the disciplinary status.

Name	Current Employer	Hours Double Billed	Overpayment Amount	Debt Status	Discipline
Canning, Michael	IDHS	1874	\$ 40,759.50	Being Collected	Ongoing
Gray, Rasheedah	IDHS	563.13	\$ 7,772.41	ISP Referral	ISP Referral
Diego, Terri	IDHS	380.55	\$ 5,129.81	Paid in Full	Resigned
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

As indicated in the table above, all but one debt has been established. Of the established debts, most have been paid in full, with only two still being collected. No further status will be reported regarding collection efforts for those two outstanding debts because they will be collected in the normal course.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] Additionally,
Terri Diego resigned after a pre-disciplinary meeting was held, but before discipline could be imposed. Otherwise, the discipline imposed is as indicated above.

That leaves two matters outstanding with respect to your office from a Department of Human Services (DHS) perspective. As you know, ISP may take some time to investigate regarding Ms. Gray. The other outstanding matter concerns the discipline for Mr. Canning, which is ongoing and may take some time to resolve. Your office will receive an update as the process moves along. If you have any questions, please feel free to contact Robert J. Grindle, DHS' Ethics Officer.

Regards,

/s/ Grace B. Hou by /s/ Robert J. Grindle

Grace B. Hou
Secretary



JB Pritzker, Governor

Dulce M. Quintero, Secretary Designate

Office of the General Counsel

69 W. Washington St. • Ste. 901 • Chicago, IL 60602

April 23, 2024

Via E-Mail to Sherry Bult, Senior Paralegal, at [REDACTED]@illinois.gov, on behalf of:

Susan M. Haling, Executive Inspector General
Office of the Executive Inspector General for the Agencies of the Illinois Governor
69 West Washington Street, Suite 3400
Chicago, Illinois 60602

RE: Updated Response to the Final Report for Complaint Number 19-00547

Dear Executive Inspector General Haling:

This letter updates a previous response to the Final Report for Complaint Number 19-00547. At the time of the last response to your office, two general matters remained outstanding—Michael Canning and Rasheedah Gray.

Regarding Mr. Canning, the Department of Human Services (DHS) had initiated the disciplinary process against Mr. Canning. Based on his responses during the process, he was suspended without pay for just over five months.

Regarding Ms. Gray, her case had been referred to the Illinois State Police (ISP), and ISP prosecuted the case. After pleading guilty to theft, she was ordered to pay restitution to DHS in the amount of \$7,772.00. In addition, not only was she banned from participation in the Home Services Program, but also DHS was informed by staff from the Department of Healthcare and Family Services that she was added to the excluded list based on her conviction for theft from a Medicaid program. That means that she will be banned from participation in Medicaid in general. Finally, she has resigned from State employment.

With the legal and personnel activity complete, DHS considers this matter closed with respect to your office. If you have any questions, please feel free to contact Robert J. Grindle, DHS' Ethics Officer.

Regards,

/s/ Dulce Quintero by /s/ Robert J. Grindle

Dulce Quintero, Secretary-designate