



STOP ABUSE, NEGLECT & POOR QUALITY SERVICES



## Community Agencies & Facilities Including CLAs

This fact sheet answers:

- What is abuse?
- What is neglect?
- What are examples of poor quality services?
- How do you report problems?
- How to protect yourself or others from more harm?

People with disabilities have the right to be free from abuse and neglect and to get quality services from their providers.

If you get services from a community provider that works with people with developmental disabilities and/or mental illness, there are different ways to get help if you are being abused, neglected, or not getting the services you need.

## What is abuse?

There are a lot of different kinds of abuse, including:

- Physical abuse, like hitting, pushing or kicking someone.
- Emotional abuse, like threatening, yelling at or being mean to someone.
- Sexual abuse, like forcing or tricking someone to do something sexual.
- Financial abuse, like taking someone's money or things.
- Isolation, like stopping someone from talking to other people or getting help.

## What is neglect?

Neglect is not giving someone the care they need to be healthy or safe, including:

- Not taking someone to see a doctor if they are sick.
- Not giving someone enough food or not noticing if they lose a lot of weight.
- Not following plans to help keep someone safe.
- Leaving someone alone when there should be staff there.
- Not protecting someone when another person is abusing them.

## What are examples of poor services?

When someone gets services from a community provider, they have a right to help plan what their services will be. They also have a right to get the services that are in their plan. They have a right to have their basic rights and needs met. Some examples of poor quality services are:

- Not giving someone privacy.
- Not helping someone work on their goals.
- Not helping people buy the things they need.
- Not letting someone have friends or dating / romantic relationships.

## How do you report abuse or neglect?

When staff at a community provider is abusive or neglects someone, it is important to report it as soon as possible.

The Office of the Inspector General for the Illinois Department of Human Services (OIG) looks into abuse, neglect and financial exploitation. They do this for people who get mental health or developmental disabilities services in facilities or programs that are licensed, funded or operated by the Department of Human Services. These places include CILA group homes, community day service providers, community mental health providers, state developmental centers, and state mental health centers.

To report abuse or neglect, call the OIG Hotline at **1-800-368-1463**. OIG will look into it right away if the victim is at risk of harm. OIG may call other places to get services or help for the person or tell the police.



OIG's hotline is open 24 hours a day, seven days a week. The person taking your call will ask you questions that can include:

- The victim's name, address, telephone number, age, and condition
- The name of the person who did the abuse or neglect
- Details about what happened
- If the victim is in danger
- Names and contact information

Once they get the report, the program or facility that serves the victim must try to protect them right away. If OIG thinks that abuse or neglect happened, the facility must stop the accused employees from having contact with the victim or other people in the program until the investigation is done.

If the person that did the abuse or neglect does not work for a community provider, and instead is a guardian, power of attorney or someone else in the community, you should call the Adult Protective Services (APS) Hotline at **1-866-800-1409**. APS will visit the victim and may talk to other people and agencies. If APS thinks that abuse or neglect happened, it will work with the victim and others to help create a plan that can include services to help stop future abuse and neglect.

## How do you report poor quality services?

When someone gets poor quality services from a community provider that works with people with developmental disabilities there are a few places to call for help.

**First**, call the "Independent Service Coordinator," also called an ISC. The ISC is the case manager that helped the person get community services. The ISC should help fix problems with a provider. You can find the ISC for your county at this website: [www.dhs.state.il.us/page.aspx?item=68911](http://www.dhs.state.il.us/page.aspx?item=68911).

**Second**, if the ISC is not able to help you fix the problem, you can make a complaint with the Division of Developmental Disabilities by using [this on-line form](#) or calling **1-877-657-0005**.

If you still have problems after calling the above two places, call Equip for Equality at **1-800-537-2632**.

When someone gets poor quality services from a community provider that works with people with mental illness, call the Department of Human Services Helpline at **1-800-843-6154**. If you are not able to fix the problem, call Equip for Equality at **1-800-537-2632**.

## How do I protect myself or others from more harm?

There are many things you can do for yourself or others for protection from harm. The following are some of the things that you can do:

**Call the police:** If someone is in danger, call 911.

**Order of Protection:** You can ask for an Order of Protection in court to protect yourself or others from abuse or neglect. Do this if a disability makes it hard to stop the problem and if a family or household member is the person doing the abuse or neglect.

“Family or household members” are people related to the victim, people related to the victim’s spouse or former spouse, or someone the victim is or was dating. They are also people who live with or used to live with the victim. Personal assistants and caregivers of the victim are also “family or household members.” See Equip for Equality’s “**Orders of Protection for People with Disabilities**” fact sheet for more information.

**Informal advocacy:** People who abuse or neglect may be less likely to do that if someone else is around. Just having someone else help and make themselves known can help. Also, just knowing that someone is involved and giving help may result in more action being taken for the victim after a report has been made. If the person doing the harmful things is an employee where the victim lives, think about asking for that employee to be removed or replaced. ■

Equip for Equality  
20 North Michigan Avenue  
Suite 300  
Chicago, IL 60602

[www.equipforequality.org](http://www.equipforequality.org)  
1-800-537-2632

## Have More Questions?

Call Equip for Equality.

**1-800-537-2632**

[contactus@equipforequality.org](mailto:contactus@equipforequality.org)

[www.equipforequality.org/stop\\_abuse](http://www.equipforequality.org/stop_abuse)