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July 29, 2013

Laire A. Kelley  
Acting Commissioner  
New York State Office for People with Developmental Disabilities  
44 Holland Avenue  
Albany, New York 12229

Re: NYS IG 0105-031-2011

Dear Acting Commissioner Kelley:

On February 4, 2011, my office received a complaint from the Office for People with Developmental Disabilities (OPWDD) alleging that [REDACTED] which sells, installs, and services commercial fire and security alarm systems, failed to provide services as required under its contract with OPWDD.

OPWDD advised that it contracted with [REDACTED] in 2005 to inspect sprinkler systems at various community/residential homes operated by OPWDD's Sunmount Developmental Disabilities Services Office (Sunmount DDSO).<sup>1</sup> In 2009, OPWDD rescinded its contract with [REDACTED] claiming that the company did not perform the inspections required under the contract. Later that year, Sunmount DDSO retained another fire alarm company to assess the condition of the sprinkler systems in 13 Sunmount DDSO residential facilities and to take any necessary corrective action to ensure that the systems worked properly.

The investigation did not substantiate the allegation that [REDACTED] failed to perform inspections of the sprinkler systems or failed to perform maintenance work as required under the contract. However, the investigation found that the DDSO facilities in question lacked procedures for the documentation of outside entities entering OPWDD

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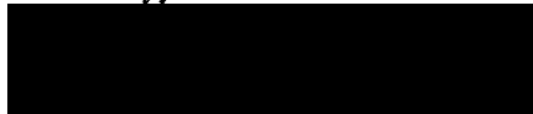
<sup>1</sup> DDSOs are currently referred to as Developmental Disabilities Regional Offices (DDROs).

residential facilities. For example, none of the facilities maintained sign-in logs relative to services provided on the premises. In addition, the investigation found no documentation relative to the disconnection of safety equipment.

Accordingly, it is recommended that OPWDD implement a policy requiring all residential facilities and/or all regional offices document services provided at the facilities by outside entities. It is also recommended that OPWDD implement a policy requiring all regional offices document all instances, including safety inspections, when safety equipment is disconnected for servicing.

Within 45 days of the date of this letter, please provide information concerning OPWDD's review and actions including copies of any revised policies. If you have any questions regarding implementation of these recommendations or OPWDD's response to this letter, you can contact me or Deputy Inspector General Audrey Maiello Cunningham at (518) 474-1010.

Sincerely,



Catherine Leahy Scott  
Inspector General