



Mission: To promote hope, recovery, resilience and advance health equity in Washtenaw County by providing, high quality, integrated behavioral health services to adults and youth with intellectual/development disabilities, mental health and/or substance use needs.

**WASHTENAW COUNTY COMMUNITY MENTAL HEALTH (WCCMH)
QUALITY-FINANCE COMMITTEE MEETING**

AGENDA

*****In-Person at the Learning Resource Center-Michigan
Room**

4135 Washtenaw Ave, Ann Arbor

OR

You may attend virtually at

<https://zoom.us/j/97254349994>

April 10, 2023

2:00-3:30 pm

- I. Roll Call (5 minutes)
- II. Introductions (5 minutes)
- III. Audience Participation (see guidelines below) (5 minutes)
- IV. Budget-Finance Committee Meeting Minutes (5 minutes) **ACTION**
 - Quality-Finance Committee Meeting Minutes and Actions from 2/13/22 (Attachment #1)
- V. Financial Status Report (10 minutes)
 - Financial Status Report (Attachment #2) **N. Phelps ACTION – DOCUMENTS TO BE DISTRIBUTED AT THE MEETING**
- VI. Contracts and Leases (5 minutes)
 - Contracts and Leases (Attachment #3) **M. Taylor ACTION**
- VII. Executive Director Authorizations (5 minutes)
 - Executive Director Authorizations (Attachment #4) **M. Taylor ACTION**
- VIII. Regional Finance Update (5 minutes)
- IX. Old Business (20 minutes)
 - CCBHC IDD Data **M. Harding**
 - Hospitalization Analysis (Attachment #5) **M. Harding**
 - WCCMH Medicaid Enrollment Discussion - **M. Harding**
 - WCCMH Rights Annual Report (Attachment #6) – **K. Snay ACTION**
- X. New Business (25 minutes)
 - CCMH Program Committee Dashboard 4th Qtr FY 22 (Attachment #7) – **L. Higle ACTION**

Audience Participation Guidelines:

- Three (3) minutes are allowed per speaker
- Speakers are asked to bring a copy of their concerns/comments in writing
- Resolutions on issues will be brought to the appropriate committee as necessary



Mission: To promote hope, recovery, resilience and advance health equity in Washtenaw County by providing, high quality, integrated behavioral health services to adults and youth with intellectual/development disabilities, mental health and/or substance use needs.

- XI. Items for Future Discussions (5 minutes)
- Accounts Receivable
 - Cost Per Case Comparisons
- XII. Adjournment of Public Meeting (Next Quality-Finance Committee Meeting: June 12, 2023)

VIRTUAL MEETING LINK IS:

Join from a PC, Mac, iPad, iPhone or Android device:

Please click this URL to join.

<https://zoom.us/j/97254349994>

Or One tap mobile:

+16465189805, 97254349994# US (New York)

+19292056099, 97254349994# US (New York)

Or join by phone:

Dial (for higher quality, dial a number based on your current location):

US: +1 646 518 9805 or +1 929 205 6099 or

+1 267 831 0333 or +1 312 626 6799

Webinar ID: 972 5434 9994

International numbers available:

<https://zoom.us/j/97254349994>

Audience Participation Guidelines:

- Three (3) minutes are allowed per speaker
- Speakers are asked to bring a copy of their concerns/comments in writing
- Resolutions on issues will be brought to the appropriate committee as necessary

**WASHTENAW COUNTY COMMUNITY MENTAL HEALTH AGENCY (WCCMH)
WCCMH QUALITY-FINANCE COMMITTEE MEETING MINUTES**

DRAFT

October 17, 2022

Learning Resource Center-Michigan Room (in person)

<https://zoom.us/j/92170831285> (virtual)

2:00-3:30 pm

ROLL CALL: S. Antonow attending virtually
B. Higman attending in person
N. Graebner-Sundling attending in person
D. Strong attending virtually
M. Udow-Phillips attending in person

MEMBERS ABSENT: A. Dusbiber

STAFF PRESENT: R. Avedisian, M. Harding, N. Phelps, M. Tasker, S. Ray; T. Cortes, L. Gentz; T. Florence;
M. Taylor; L. Lutomski; S. Amos-O'Neal, T. Gavalier; L. Hagle; E. Montgomery

OTHERS PRESENT:

N. Graebner-Sundling called the meeting to order at 2:02 pm.

- I. Introductions
 - None
- II. Audience Participation
 - None
- III. Committee Response to Audience Participation
 - None
- IV. Quality-Finance Committee Meeting Minutes and Actions from 8/8/22 (Attachment #1)
 - Quality-Finance Committee Meeting Minutes and Actions of 8/8/22 were reviewed.

MOTION BY M. UDOW-PHILLIPS SUPPORTED BY S. ANTONOW TO RECOMMEND APPROVAL OF THE MINUTES AND ACTIONS FROM THE OCTOBER 17, 2022, QUALITY-FINANCE COMMITTEE MEETING AS PRESENTED.

ROLL CALL VOTE:

ANTONOW	Y	DUSBIBER	N/A
GRAEBNER-SUNDLING	Y	HIGMAN	Y
STRONG	Y	UDOW-PHILLIPS	Y

MOTION CARRIED

V. Financial Status Report

- N. Phelps presented the Financial Status Report for the period ending December 31, 2022 (Attachment #2).

MOTION BY M. UDOW-PHILLIPS SUPPORTED BY B. HIGMAN TO RECOMMEND APPROVAL OF THE FINANCIAL STATUS REPORT ENDING DECEMBER 31, 2022, AS PRESENTED.

ROLL CALL VOTE:

ANTONOW	Y	DUSBIBER	N/A
GRAEBNER-SUNDLING	Y	HIGMAN	Y
STRONG	Y	UDOW-PHILLIPS	Y

MOTION CARRIED

VI. Contracts and Leases

- M. Taylor presented the Contracts and Leases to the committee (Attachment #3)

MOTION BY N. GRAEBNER-SUNDLING, SUPPORTED BY S. ANTONOW TO RECOMMEND APPROVAL OF THE CONTRACTS AND LEASES TO THE COMMITTEE AS PRESENTED.

ROLL CALL VOTE:

ANTONOW	Y	DUSBIBER	Y
GRAEBNER-SUNDLING	Y	HIGMAN	Y
STRONG	Y	UDOW-PHILLIPS	Y

MOTION CARRIED

VII. Executive Director Authorizations

- M. Taylor presented the Executive Director Authorizations to the committee (Attachment #4)

MOTION BY N. GRAEBNER-SUNDLING, SUPPORTED BY B. HIGMAN TO RECOMMEND APPROVAL OF THE EXECUTIVE DIRECTOR AUTHORIZATIONS AS PRESENTED.

ROLL CALL VOTE:

ANTONOW	Y	DUSBIBER	Y
GRAEBNER-SUNDLING	Y	HIGMAN	Y
STRONG	Y	UDOW-PHILLIPS	Y

MOTION CARRIED

VIII. Regional Finance Update

- T. Cortes provided an update to the committee.

IX. Old Business

- CCBHC Data Overview (Attachment #5)
 - o M. Harding presented the Cares and CCBHC Data Overview.
 - o N. Graebner-Sundling inquired about adding age data to reporting.
- X. New Business
 - SUD/ACCESS Program Overview
 - o M. Tasker presented the SUD/ACCESS Program Overview to the committee.
 - Program Committee Dashboard- FY22, Quarter 3 (Attachment #6)
 - o L. Higl presented the Program Dashboard FY22 Quarter 3 for the Committee.

MOTION BY N. GRAEBNER-SUNDLING, SUPPORTED BY B. HIGMAN TO RECOMMEND APPROVAL OF PROGRAM DASHBOARD FY22 QUARTER 3 AS PRESENTED.

ROLL CALL VOTE:

ANTONOW	Y	DUSBIBER	Y
GRAEBNER-SUNDLING	Y	HIGMAN	Y
STRONG	Y	UDOW-PHILLIPS	Y

MOTION CARRIED

- XI. Items for Future Discussions
 - Accounts Receivable
 - Cost Per Case Comparisons
 - Inpatient Financial Costs
 - **ADD NEXT MEETING DATE TO AGENDAS**

MOTION BY N. GRAEBNER-SUNDLING, SUPPORTED BY B. HIGMAN, TO ADJOURN THE WCCMH QUALITY-FINANCE COMMITTEE MEETING.

- XII. Meeting adjourned at 3:15pm.

REQUEST: To approve recommendations to the board for the following contract(s) and lease(s):

BACKGROUND:

1. DBT Institute of Michigan: provides licensed residential services.
2. Camp Fish Tales: provides respite services.
3. The 5 Healthy Towns Foundation (5HT)- One Big Thing: will fund a .5 FTE to increase collaboration and communication between service providers and other community organizations to improve social determinants of health and mental health outcomes for the 5 towns region of Dexter, Manchester, Stockbridge, and Chelsea.
4. Miles Jeffrey Roberts Foundation (MJRF)- Mental Health Champions: pilot between MJRF, Skyline High School, and the UM Depression Center that will promote mental well-being and suicide prevention in the youth athlete community in Washtenaw County.

Service Contracts

Contractor	Funding	Estimated Budget	Contract Term	Service Description
1. DBT Institute of Michigan	Medicaid	As Authorized	April 1, 2023-September 30, 2023	Licensed Residential Services
2. Camp Fish Tales	Medicaid	As Authorized	April 1, 2023-September 30, 2023	Respite Services
3. The 5 Healthy Towns Foundation (5HT)- One Big Thing	Millage	\$50,000	April 1, 2023-March 30, 2024	Will fund a .5 FTE to increase collaboration and communication between service providers and other community organizations to improve social determinants of health and mental health outcomes for the 5 towns region of Dexter, Manchester, Stockbridge, and Chelsea
4. Miles Jeffrey Roberts Foundation (MJRF)-Mental Health Champions	Millage	\$45,000	April 1, 2023-March 30, 2026	Pilot between Skyline High School and the UM Depression Center that will promote mental well-being and suicide prevention in the youth athlete community in Washtenaw County

**Executive Director Contract Authorizations
April 2023 Quality-Finance Committee Meeting**

REQUEST: Recommend acceptance of the Executive Director's signature on contracts with a value of less than \$25,000

Contractor	Amount	Term	Purpose	Approval Date
Lakeway Consulting	\$1,500	January 1, 2023- September 30, 2023	Workplace Violence Prevention Trainings	2/24/2023
CPDA Initiatives	\$10,000	February 1, 2023- September 30, 2023	Will provide Medication Administration Trainings	2/24/2023
Irvin Daphnis	\$275	February 16, 2023	Black Lives Matter Chat and Chew Speaker	2/24/2023
LaShawn Gary	\$250	February 26, 2023	Performer at a Black Lives Matter Event	2/24/2023
Ryheem Johnson	\$1,590	February 19, 2023	Performer at a Black Lives Matter Event	2/24/2023
Washtenaw Community College	\$815	February 8, 2023 & February 26, 2023	Facility reservations for "Sounds of Blackness" and "Emancipation".	2/24/2023
Shannell Farris	\$500	February 19, 2023	Performer at a Black Lives Matter Event	2/24/2023
Mike Chase	\$250	February 19, 2023	Performer at a Black Lives Matter Event	2/24/2023
DP Interactive LLC	\$200	February 6, 2023	Will provide media graphic video for Black Lives Matter Task Force	2/24/2023

**ATTACHMENT #4
APRIL 2023**

Richard Parris	\$200	February 26, 2023	Performer and Paneled Speaker for Black Lives Matter Event	2/24/2023
Staffy Blakely	\$175	February 26, 2023	Performer, Moderator, and Mistress of Ceremony for a Black Lives Matter Event	2/24/2023
Marvin Miller	\$250	February 26, 2023	Performer and Panelist at a Black Lives Matter Event	2/24/2023
Lonnie Chapman	\$375	February 1, 2023-February 28, 2023	Will provide Black Lives Matter Task Force Event Flyers	2/24/2023
Jamall Bufford	\$450	February 19, 2023-February 26, 2023	Performer, Panelist, and DJ at two Black Lives Matter Events	2/24/2023
Athena Johnson	\$250	February 26, 2023	Performer and Panelist at a Black Lives Matter Event	2/24/2023
Deborah Kennard	\$3,150	April 1, 2023-September 30, 2023	Eye Movement Desensitization and Reprocessing Therapy (EMDR) training	
Ryan Lindsay	\$1,800	June 1, 2023-August 31, 2023	Motivational Interviewing & Communication Styles Training	

ATTACHMENT #4
APRIL 2023

Mission Hills Consulting LLC	\$1,500	January 1, 2023- October 31, 2023	Workplace Violence Prevention Trainings & Consultation Services	
Qualigence International	Up to \$10,000	April 1, 2023- September 30, 2023	Recruitment Services	
Esteemed Provision LLC	\$575	April 5, 2023	Human Trafficking Training	

Hospitalization Analysis

Days				Total
	Sum of October	Sum of November	Sum of December	
2022	927	725	655	2307
2021	729	829	697	2255
Individuals Hospitalized				Total
	Sum of October	Sum of November	Sum of December	
2022	149	138	98	385
2021	119	135	115	369
Average Days in Month				
	October	November	December	
2022	7.73	6.35	7.60	
2021	8.64	8.18	7.74	

Summary from above chart:

1. While number of **days** were higher than this time last year for October, November and December balanced these days out. This shows the number of days authorized remain very close to this same period last year and is not the reason cost are higher.
2. While the number of **individuals hospitalized** does not conclude that cost would be higher, it is an interesting data point showing the number of individuals to be less than this time last year. This again is not the reason for the increase in costs from last year.
3. Our **average number of days authorized** in each month is less than this time last year, concluding that WCCMH does not have a longer length of stay driving hospitalization costs higher.

The next area of exploration was to review if out of county placements were the cause of increased costs?

	In County	Out County	Total
2022	838	1469	2307
2021	856	1399	2255

Summary from above chart:

1. The above chart identifies 70 more days that were placed out of county which does contribute to increased cost but does not solely identify the cause.

The Cause:

Finally, the last place to review were individual authorizations at each of the hospitals. This is where it was identified that the main reason our cost has increased is because individuals are getting hospitalized at higher bed rate hospitals that are out of county. Many of these higher cost bed stays are children. There were **37** more kids hospitalized in the first quarter compared to the same time last year. Additionally, there were **311** more days authorized for children. Children bed costs are higher than adult bed costs.

WCCMH - Office of Recipient Rights

Quarter IV- FY 21/22

Executive Summary

ORR Program Overview:

- The Rights Office attended the Annual Recipient Rights Conference in September 2022.
- Pat Root, RRAC Chair, also attended the conference.

Report Complaint Data:

- Cases overall are starting to trend back to pre-COVID levels.

Aggregate Summary

Fiscal Year	21/22	20/21	19/20	18/19
Complaints Received	150	123	142	233
Allegations Involved	202	164	206	337
Allegations Investigated	183	157	190	324
Allegations Resolved by Intervention	0	0	0	0
Allegations Substantiated	81	63	65	116
Percentage of allegations substantiated	44.00%	40.12%	34.21%	33.64%

The following is a four year comparison of **abuse and neglect cases**. Please note that the Abuse Class II data includes *all types* of Abuse II. Additionally, the Neglect data *does not* include Neglect-Failure to Report allegations.

	FY 21/22		FY 20/21		FY 19/20		FY 18/19	
	Received	Substantiated	Received	Substantiated	Received	Substantiated	Received	Substantiated
Abuse:								
Class I	0	0	0	0	0	0	0	0
Class II	26	6	19	5	23	3	28	7
Class III	10	4	13	4	18	1	23	8
Sexual Abuse	1	0	0	0	2	0	1	0
Neglect:								
Class I	1	0	0	0	1	1	1	0
Class II	0	0	3	1	3	1	2	1
Class III	54	35	45	26	60	33	75	36

The following is a four year comparison of **the top three complaint substantiation cases**, all categories.

FY 21/22	(Received) Substantiated	FY 20/21	(Received) Substantiated	FY 19/20	(Received) Substantiated	FY 18/19	(Received) Substantiated
Neglect Class III	(54) 35	Neglect Class III	(45) 26	Neglect Class III	(60) 33	Neglect Class III	(75) 36
Mental Health Services Suited to Condition	(21) 13	Dignity and Respect	(31) 8	Neglect Class III: Failure to Report	(8) 8	Mental Health Services Suited to Condition	(70) 26
Dignity and Respect	(38) 7	Mental Health Services Suited to Condition and Abuse Class II	(20) 5 (19) 5	Mental Health Services Suited to Condition	(19) 6	Dignity and Respect	(68) 15

Neglect Class III

Staff fail to follow a written standard AND caused or contributed to:

Harm

Risk of Harm

Failure to report Abuse/Neglect

Mental Health Services Suited to Condition

Staff fail to follow a written standard

(ex: IPOS, doctor's order, policy, etc.)

- ▶ No harm or risk of harm

Dignity and Respect

Treat recipients with consideration, politeness, appreciation

Provide recipients with privacy & choices

Examples:

- ▶ Use preferred name
- ▶ Give personal space & privacy
- ▶ Use positive and kind language
- ▶ Honor cultural/other differences
- ▶ Let recipients speak for themselves
- ▶ Actively listen and respond
- ▶ Put recipient's interest and needs first

The following chart is an explanation of **substantiations by service location**:

Service location type/Code	Number of substantiations
Outpatient services (01)	0
Residential Group home - MI (02)	1
Residential Group Home - DD (03)	9
Mixed Residence (02,03)	7
Inpatient (5)	0
Day Program MI (6)	0
Day Program DD (7)	0
Workshop (Prevocational)	0
Supported Employment (08)	0
Assertive Community Treatment (09)	3
Case Management (10)	8
Psychosocial Rehabilitation	0
Partial Hospitalization (12)	0
Supported Living (13)	50
Other (14)	1

Complaint Data for: Washtenaw County

Rights Office Director: Katie Snay

Reporting Period: FY22

CMH

4635

of Consumers Served
CMH (unduplicated
count)

CMH

4

Rights Office FTEs

LPH

Number of Admissions

LPH

Hours/40

Section I: Complaint Data Summary

Part A: Agency Totals

Complaints	150
Allegations	202
Interventions	0
Interventions Substantiated	0
Investigations	183
Investigations Substantiated	81

DO NOT TYPE HERE - IT WILL AUTO FILL
DO NOT TYPE HERE - IT WILL AUTO FILL
DO NOT TYPE HERE - IT WILL AUTO FILL
DO NOT TYPE HERE - IT WILL AUTO FILL
DO NOT TYPE HERE - IT WILL AUTO FILL
DO NOT TYPE HERE - IT WILL AUTO FILL

Part B: Detailed Summary

Code	Category	Received		Investigations	Investigations Substantiated
7221	Abuse class I	0		0	0
72221	Abuse class II - nonaccidental act	12		12	2
72222	Abuse class II - unreasonable force	9		9	2
72223	Abuse class II - emotional harm	0		0	0
72224	Abuse class II - treating as incompetent	0		0	0
72225	Abuse class II - exploitation	5		5	2
7223	Abuse - class III	10		10	4
7224	Abuse class I - sexual abuse	1		1	0

Code	Category	Received		Investigations	Investigations Substantiated
72251	Neglect class I	1		1	0
72252	Neglect class I - failure to report	0		0	0
72261	Neglect class II	0		0	0
72262	Neglect class II - failure to report	1		1	1
72271	Neglect class III	54		54	35
72272	Neglect class III - failure to report	3		3	3

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7550	Right Protection System	2	0	0	2	2
7555	Retaliation/harassment	0			0	0

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7040	Civil rights: discrimination, accessibility, accommodation, etc	0	0	0	0	0
7044	Religious practice	0	0	0	0	0
7045	Voting	0	0	0	0	0

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7081	Mental Health Services Suited to Condition (includes chapter 4 violations)	21	0	0	21	13
7082	Safe, Sanitary Humane Treatment Environment	9	0	0	9	3
7083	Least restrictive setting					
7084	Dignity and Respect	38	0	0	38	7

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7100	Physical and Mental Exams	0	0	0	0	0
7110	Family Rights	8	0	0	8	1
7120	Individual Written Plan of Service (Person-Centered Process)	0	0	0	0	0
7130	Choice of Physician/Mental Health Professional	1	0	0	1	0
7140	Notice of Clinical Status/Progress	0	0	0	0	0
7150	Services of a Mental Health Professional (External to the Agency/Hospital)	0	0	0	0	0
7160	Surgery	0	0	0	0	0
7170	Electroconvulsive Therapy	0	0	0	0	0
7180	Psychotropic drugs (AR 7158)	0	0	0	0	0
7190	Medication Side Effects	0	0	0	0	0

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7240	Fingerprints, Photographs, Audiorecordings, and Use of One-Way Glass	1	0	0	1	1
7249	Video Surveillance	0	0	0	0	0

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7480	Communications-Visits	0	0	0	0	0
7481	Communications-Telephone	0	0	0	0	0
7263	Communications-Mail	0	0	0	0	0

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7281	Property-Possession and use	0	0	0	0	0
7286	Personal Property – Limitations	0	0	0	0	0

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7300	Safeguarding Money (For Use in State Hospitals Only)	0	0	0	0	0
7360	Labor and Compensation	0	0	0	0	0

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7440	Freedom of Movement	1	0	0	1	0
7400	Restraint	0	0	0	0	0
7420	Seclusion	1	0	0	1	0

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7460	Complete Record	0	0	0	0	0
7480	Disclosure of Confidential Information	6	0	0	6	5
7481	Withhold of Confidential Information (Includes Denying Recipient Access to Records)	0	0	0	0	0
7490	Correction of Record	0	0	0	0	0
7500	Privileged communication	0	0	0	0	0

TOTALS	183	0	0	183	81
---------------	------------	----------	----------	------------	-----------

Code	Category	Received
0000	No right involved	10

Code	Category	Received
0001	Outside provider jurisdiction	9

Annual Appeals Data for:

Washtenaw County

APPEALS INFORMATION (if agency has local appeals committee)

Appeals Type	# of Appeals
Number of Appeal Requests Received	0
Number of Appeals Accepted	0
Number Number of Appeals Upheld	0
Number of Appeals Sent Back for Reinvestigation	0
Number of Appeals Requesting External Investigation by DHHS	0
Number of Appeals Sent Back for Further Action	0
Total Number of Appeals Reviewed by the Appeals Committee	0

Section II: Intervention and Investigation remediation data for:

Washtenaw County

Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	SED	SED-W	DD-CWP	HSW
Disclosure of Confidential Information	Case Management	Training		1	0	0	
Neglect, Class III	SIP	Written Reprimand	Verbal Counseling	0	2	2	1
Mental Health Services Suited to Condition (Includes Chapter 4 Violations)	SIP	Verbal Counseling	Written Reprimand	0	2	2	1
Neglect, Class III	SIP	Written Reprimand	Training	0	1	1	1
Dignity and Respect	SIP	Written Reprimand	Training	0	1	1	1
Neglect, Class III	Case Management	Training	Written Reprimand	1	0	0	
Safe, Sanitary Humane Treatment Environment	Residential DD	Written Reprimand	Written Counseling	0	2	2	2
Abuse, Class II – Unreasonable force	SIP	Employment Termination		0	1	1	1
Dignity and Respect	SIP	Employment Termination		0	1	1	1
Mental Health Services Suited to Condition (Includes Chapter 4 Violations)	Residential DD	Written Reprimand		1	0	0	
Neglect, Class III	Case Management	Written Reprimand	Verbal Counseling	1	0	0	
Neglect, Class III	SIP	Written Reprimand	Training	0	3	3	3
Neglect, Class III	SIP	Verbal Counseling	Training	0	2	2	2
Neglect, Class III (Failure to Report)	SIP	Verbal Counseling	Training	0	2	2	2
Neglect, Class III	Outpatient	Verbal Counseling	Training	0	2	2	2
Neglect, Class III (Failure to Report)	Outpatient	Verbal Counseling	Training	0	2	2	2
Neglect, Class III	SIP	Written Reprimand	Training	0	2	2	2
Neglect, Class III	Residential DD	Written Reprimand	Training	0	1	1	1
Neglect, Class III	SIP	Employment Termination		0	1	1	1
Neglect, Class III	SIP	Employment Termination		0	1	1	1
Abuse, Class II - Nonaccidental act	Residential MI & DD	Employment Termination		0	1	1	1
Abuse, Class II – Unreasonable force	SIP	Employment Termination		0	1	1	1
Neglect, Class III	SIP	Employee left the agency, but substantiated	Written Counseling	0	1	1	1
Neglect, Class III	SIP	Written Reprimand	Training	3	0	0	
Neglect, Class III	SIP	Verbal Counseling	Written Reprimand	0	2	2	2
Neglect, Class III	SIP	Employee left the agency, but substantiated		0	3	3	2
Mental Health Services Suited to Condition (Includes Chapter 4 Violations)	SIP	Employee left the agency, but substantiated		0	3	3	2
Dignity and Respect	SIP	Employee left the agency, but substantiated		0	3	3	2
Neglect, Class III	SIP	Written Reprimand	Training	0	3	3	2
Mental Health Services Suited to Condition (Includes Chapter 4 Violations)	SIP	Employee left the agency, but substantiated		0	1	1	1
Abuse, Class III	Residential MI & DD	Employment Termination		0	1	1	
Mental Health Services Suited to Condition (Includes Chapter 4 Violations)	Case Management	Employee left the agency, but substantiated		0	1	1	
Neglect, Class III	SIP	Written Reprimand	Training	0	3	3	
Mental Health Services Suited to Condition (Includes Chapter 4 Violations)	SIP	Written Reprimand	Staff Transfer	0	1	1	1
Dignity and Respect	SIP	Verbal Counseling		0	1	1	1
Neglect, Class III	Residential MI	Employment Termination		1	0	0	
Mental Health Services Suited to Condition (Includes Chapter 4 Violations)	SIP	Written Counseling	Other	0	1	1	
Neglect, Class III	SIP	Verbal Counseling	Suspension	0	1	1	1
Neglect, Class III	SIP	Written Reprimand	Verbal Counseling	0	1	1	1
Fingerprints, Photographs, Audiorecordings, and Use of One-Way Glass	SIP	Employee left the agency, but substantiated		0	1	1	
Rights Protection System	SIP	Training		0	1	1	
Mental Health Services Suited to Condition (Includes Chapter 4 Violations)	Case Management	Training		1	0	0	
Neglect, Class III (Failure to Report)	SIP	Written Reprimand	Training	3	0	0	
Neglect, Class III	Residential MI & DD	Written Reprimand	Training	0	1	1	
Mental Health Services Suited to Condition (Includes Chapter 4 Violations)	SIP	Written Reprimand	Other	0	2	2	2
Neglect, Class III	Other	Employment Termination		0	1	1	
Neglect, Class III	SIP	Written Reprimand		0	1	1	1
Abuse, Class III	Case Management	Written Reprimand	Training	0	0	0	
Neglect, Class III	SIP	Written Reprimand	Training	0	1	1	
Neglect, Class III	SIP	Employee left the agency, but substantiated		0	1	1	1
Neglect, Class III	Residential DD	Employee left the agency, but substantiated		0	6	6	5

REMEDATION TOTALS

Verbal Counseling	19
Written Counseling	5
Verbal Reprimand	0
Written Reprimand	35
Suspension	5
Demotion	0
Staff Transfer	1
Training	32
Employment Termination	15
Employee left the agency, but substantiated	13
Contract Action	0
Policy Revision/Development	0
Environmental Repair/Enhancement	0
Plan of Service Revision	0
Recipient Transfer to Another Provider/Site	0
Other	4
Pending	0
None	0

POPULATION TOTALS

SED	19
SED-W	99
DD-CWP	99
HSW	67

PROVIDER TOTALS

Out Patient	0
Residential MI	1
Residential DD	9
Residential MI & DD	7
Inpatient	0
Day Program MI	0
Day Program DD	0
Workshop (prevocational)	0
Supported Employment	0
ACT	3
Case Management	8
Psychosocial Rehabilitation	0
Partial Hospitalization	0
SIP	50
Crisis Center	0
Children's Foster Care	0
Clubhouse/Drop-in Center	0
Respite Homes	0
Other	1

[illegible]

[illegible]

Type of Training Totals		Agency Staff	Contractual Staff	Consumers	Other Staff
Face-to-Face	0	0	0	0	0
Video	0	0	0	0	0
Computer	1	75	700	0	0
Paper	0	0	0	0	0
Video & Face-to-Face	1	0	0	0	0
Computer & Face-to-Face	0	0	0	0	0
Paper & Face-to-Face	0	0	0	0	0
Teams/Zoom, etc	0	0	0	0	0
Other (please describe)	0	0	0	0	0
These Numbers will self-fill					

Washtenaw County

SECTION III: DESIRED OUTCOMES FOR THE OFFICE & PROGRESS OF PREVIOUS OUTCOMES

Progress on Outcomes established by the office for FY 22. Pick from the drop-down in Outcome and indicate if goal was accomplished, was accomplished, discontinued, or remains ongoing. Checking ongoing will result in that outcome being self-populated in the FY 23 goal section below.

Outcomes		Status
1	The RRAC would like to review the technical summary for appeals and find an appropriate way to request WCCMH follow up from concerns that are expressed during appeals.	Accomplished
2	The RRAC would like to invite Michigan Medicine Rights Officer Matt Zugel and his RRAC chair, David, to speak about their RRAC, appeals and hospital rights perspective.	Accomplished
3	The RRAC would like to hear Katie Snay's goals as the new rights director and have her share new initiatives she and the Rights Officers will create through work plans.	Accomplished
4	RRAC members would like to invite people to share their personal stories regarding recipient rights during the public comment portion at the WCCMH Board meeting.	Accomplished
5	Recruit new/additional RRAC committee members.	Ongoing

Outcomes established by the office for NEXT FY	
1	Invite Sally Amos-O'Neal, WCCMH Director of Customer Service, to discuss ORR and CS relationship. Also address how recipients' needs are still being met this deep into the pandemic.
2	Reach out to closely related agencies, (LARA, APS, CPS...) to discuss their role in investigations and the the guidelines they must follow.
3	Invite Katie Hoerner, WCCMH Program Administrator, about how county and local law enforcement work together for mental health crisis situations in the community.
4	Recruit new/additional RRAC committee members.
5	

Washtenaw County

SECTION IV: RECOMMENDATIONS TO THE GOVERNING BOARD

The ORR & Advisory Committee recommends the following:

1	The RRAC recommends that the WCCMH Board supports the 2022/2023 outcomes for the WCCMH Rights Office and continues to support and fund the WCCMH Rights Office at the level it needs to be effective.
2	
3	
4	
5	

Program and Quality Board Committee
Dashboard Data FY 2022 4th Qtr (July - Sept 2022)

4th quarter Human Resources Turnover Rate:

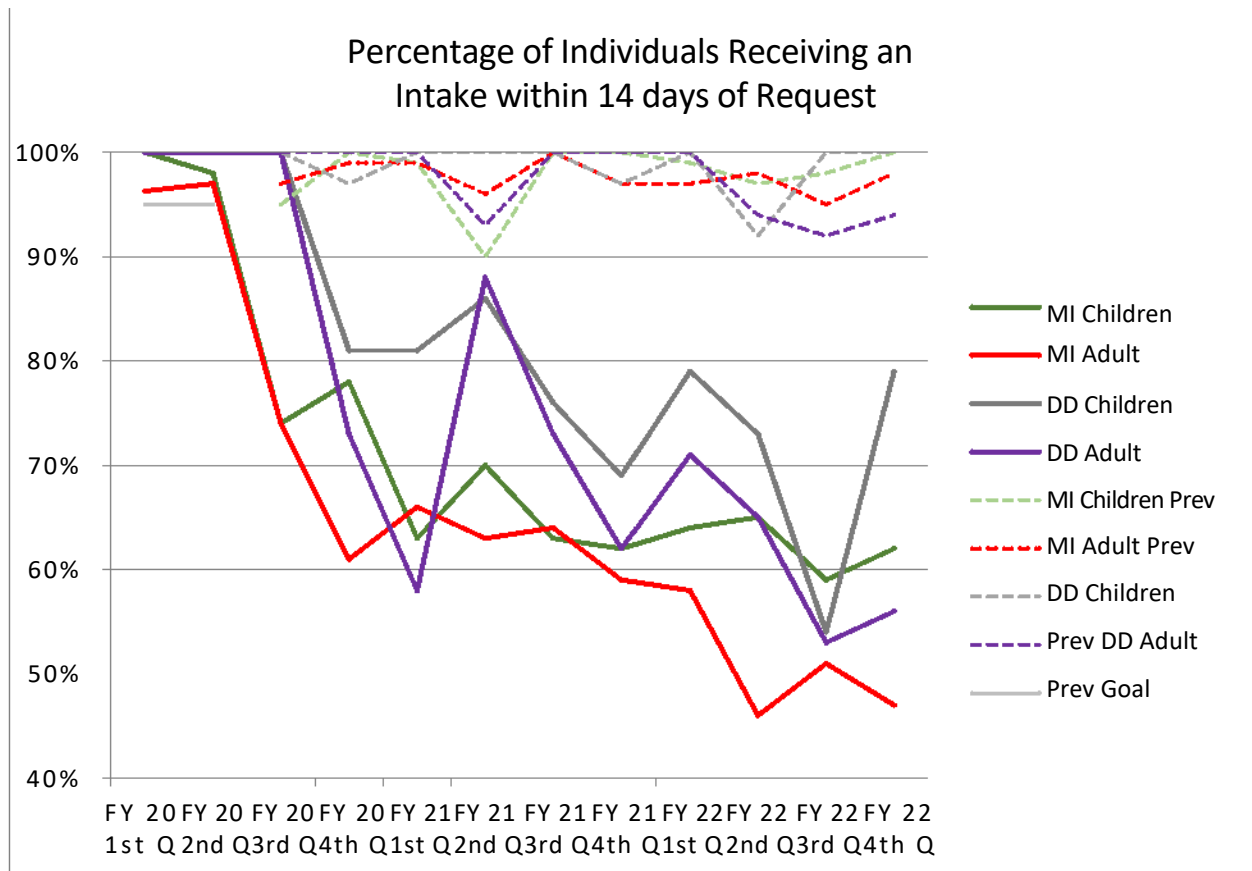
4th Qtr— 4.3% 16 terminations divided by average number of active positions during the quarter (364).

Michigan Department of Health and Human Service (MDHHS) Performance Indicators:

As of April 1 2020, MDHHS changed the operational definitions for calculating Indicators #2 (14 days to Intake) and #3 (14 days to Ongoing Service) and removed the 95% historical expected goal.

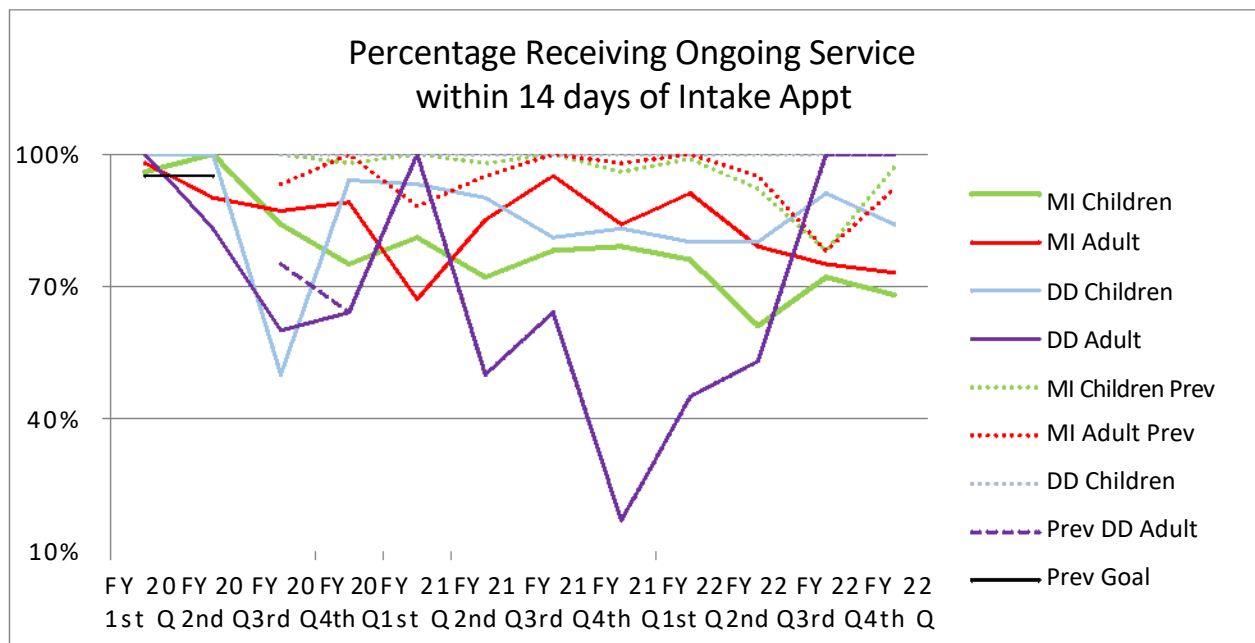
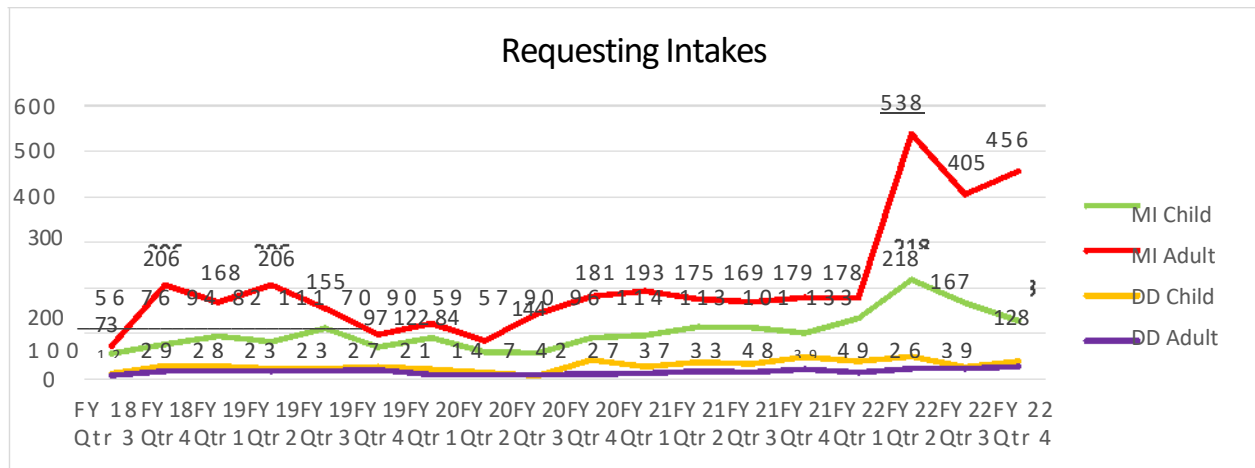
The major change in the operational definition does not allow accounting for consumer choice and for counting every request of service. Consumer choice is indicated by requesting an appointment outside of the 14 day window, rescheduling, canceling or not attending an appointment. If an individual requests a service, is found eligible but declines our services or even passes away, this is still considered “out of compliance”. Therefore, across the State, percentage numbers are significantly different. MDHHS is treating the first year as baseline collection.

The “dashed lines” indicate where our compliance would have been under previous definitions. The data points are detailed in the tables below the graphs.



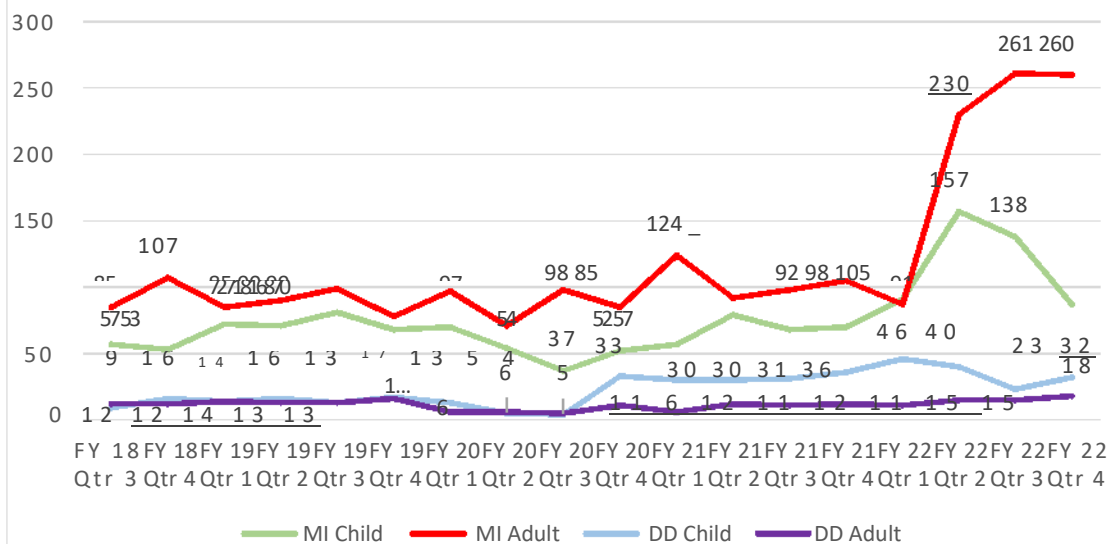
FY 22 4th Qtr Intake Appt within 14 days Detail

Population	Total # of new persons requesting service	Number receiving appt. within 14 days of request	State defined as Out of Compliance	Consumer Preference (No Show, cancelled or Requested >14 days)- was formerly removed from the denominator	Percent Compliant by new State definition	Percent Compliant in previous definition
MI Child	128	79	49	49	62%	100%
MI Adult	456	222	234	229	49%	98%
DD Child	39	31	8	8	79%	100%
DD Adult	27	15	12	11	56%	94%

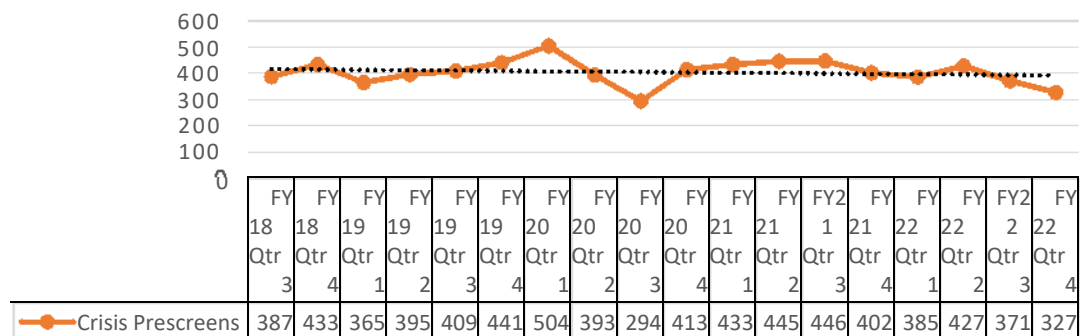


FY 22 4 th			Qtr Detail Ongoing Service			
Population	# of New Persons Eligible for Service	# of New Persons who started a new service within 14 days of eligibility	State Defined as Out of Compliance	Consumer Preference (No Show, cancelled or Requested >14 days)- used to be removed from the denominator	Percent Compliant under new definition	Percent Compliant under previous definition
MI Child	87	59	28	26	68%	97%
MI Adult	260	190	70	54	73%	92%
DD Child	32	27	5	5	84%	100%
DD Adult	18	18	0	0	100%	100%

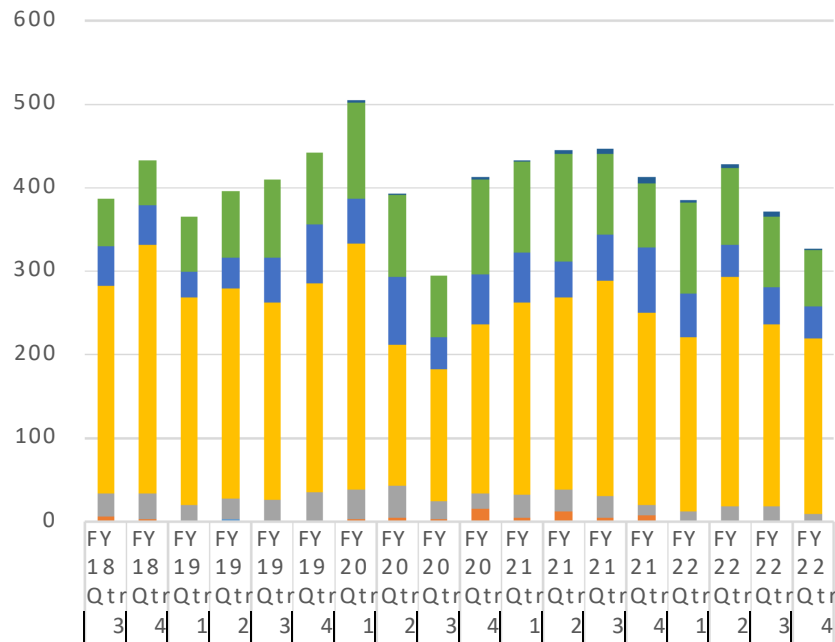
Number Eligible for Service



Number of Crisis Prescreens

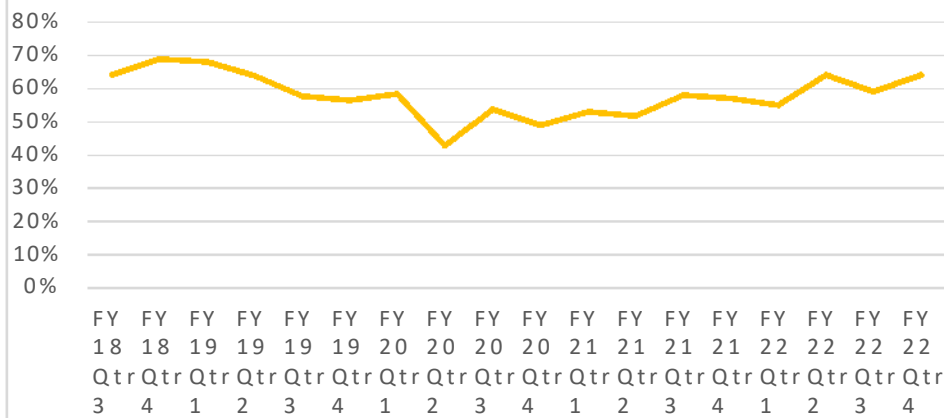


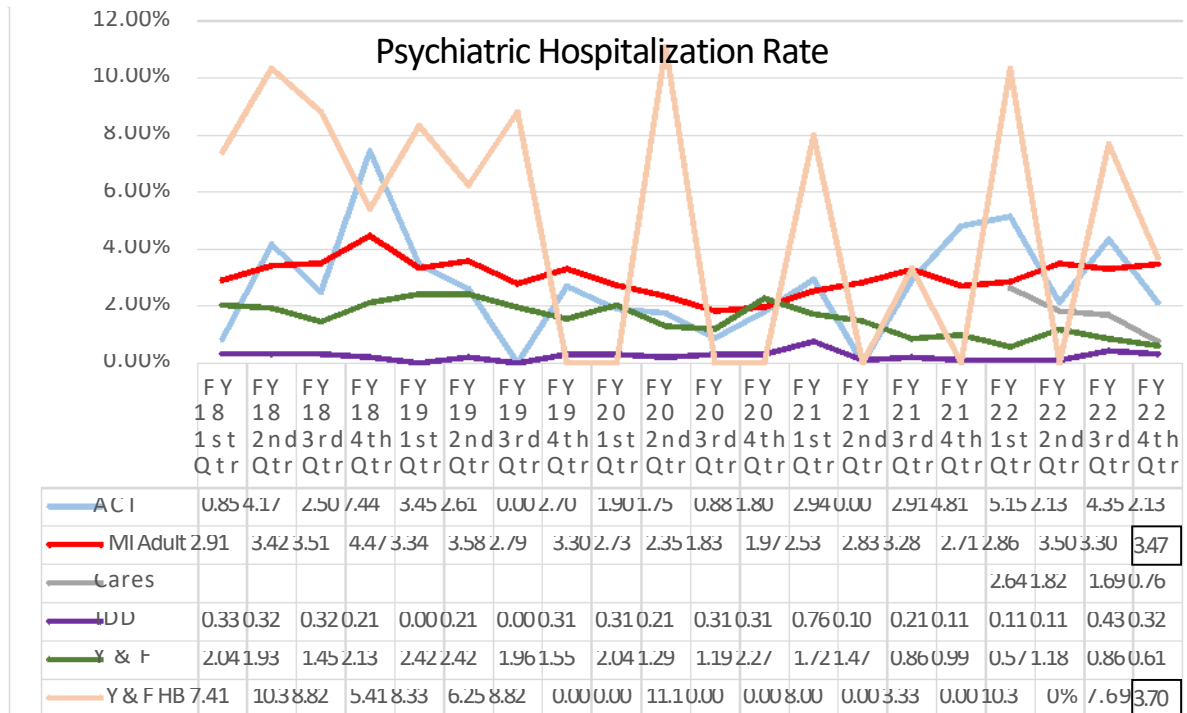
Prescreen Dispositions



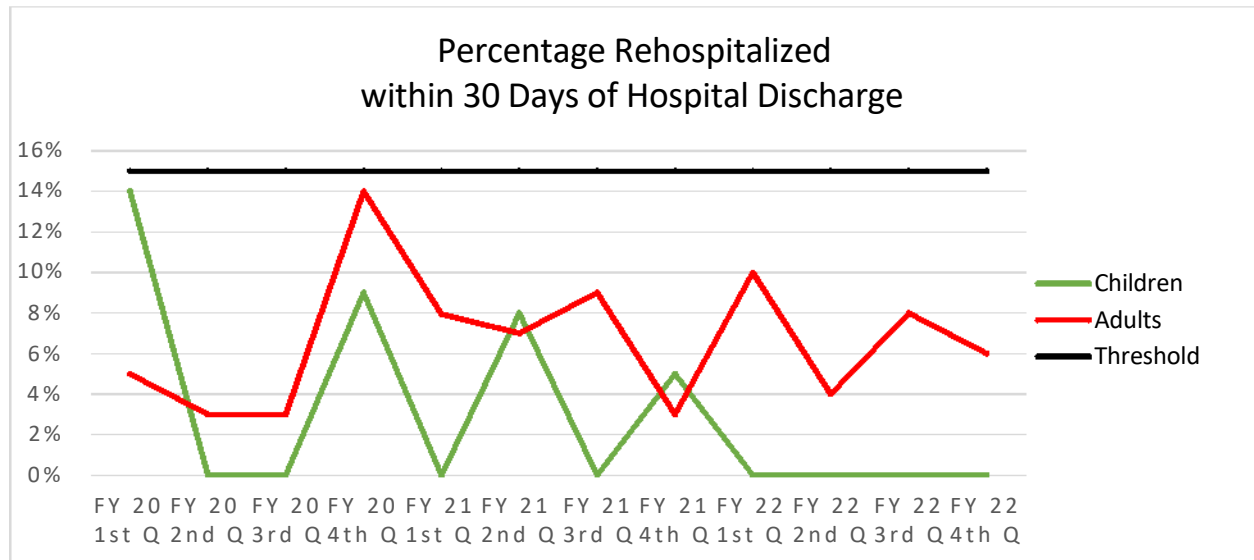
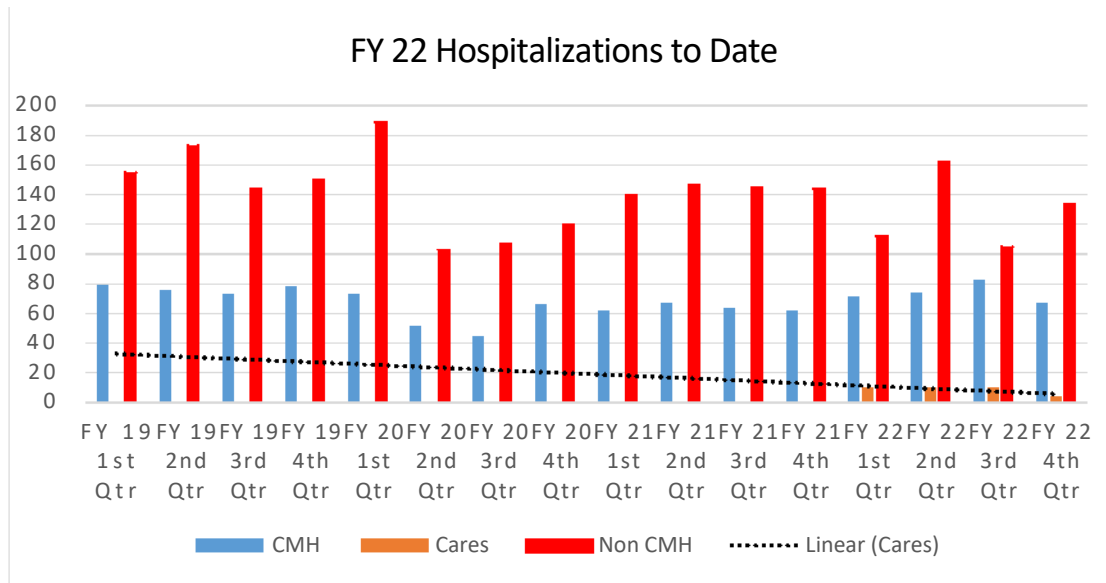
Blank								2	1		3	2	4	6	6	3	4	6	1
Partial Hospitalization	57	53	65	78	92	84	115	98	73	114	109	129	96	78	108	93	84	68	
Outpatient/ Support Services	48	48	31	37	54	72	54	82	38	60	60	43	56	78	52	38	45	39	
Inpatient Admission	248	298	248	252	236	249	294	168	158	202	229	230	257	230	210	275	218	209	
Crisis Residential	28	31	19	25	27	35	35	39	22	19	28	27	26	12	11	17	17	9	
Crisis Outreach	6	3	1			1	4	5	3	15	5	12	5	8	1	1	1	1	
Admission & Discharge Plan	0	0	1	3															

% Prescreens with Disposition Psychiatric Hospitalization



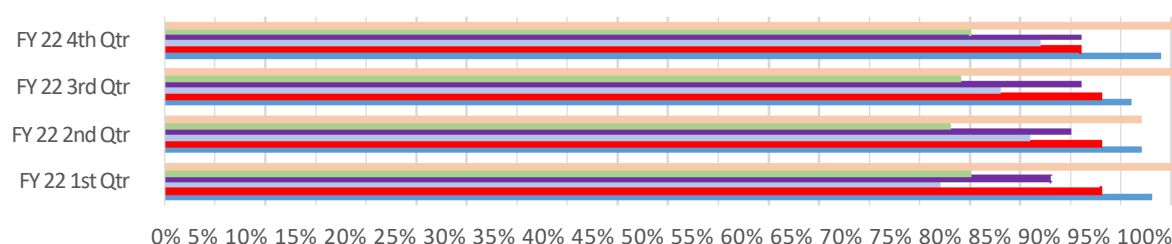


FY 22 4th Qtr Detail Hospitalizations			
Program	Number Served	Number Hospitalized (Multiple Admits)	% Consumers Hospitalized
ACT	94	2 (1)	2.13%
MI Adult	1615	56 (9)	3.47%
Cares	526	4 (0)	0.76%
IDD	934	3 (0)	0.32%
Y & F	825	5 (0)	0.61%
Y & F Home Based	27	1 (0)	3.70%



FY 22 4th Qtr Detail Readmit within 30 days of Discharge			
Population	# Discharged and Core Team Assignment	# Readmitted within 30 days of Discharge	% Readmit
Child	7	0	0%
Adult	97	6	6%

Percentage of Those Enrolled Served in Each FY 22 Quarter



	FY 22 1st Qtr	FY 22 2nd Qtr	FY 22 3rd Qtr	FY 22 4th Qtr
Home Based	100%	97%	100%	100%
Children's	80%	78%	79%	80%
IDD	88%	90%	91%	91%
Cares	77%	86%	83%	87%
MI Adult	93%	93%	93%	91%
ACT	98%	97%	96%	99%

Home Based Children's IDD Cares MI Adult ACT

Critical Event Data Reported Thru Qtr 4 FY 2022

Critical Events are population and category driven with definitions mandated by MDHHS. Besides reporting deaths, events are typically reflective of ER treatment or Hospital admissions due to injury or medication error and involve Waiver or Residential clients. Arrests are only reported when the individual is either a recipient of a Waiver or is in a Specialized AFC setting.

	Team at Event	Type	Total
Qtr 1	IDD	Non Suicide Death	8
	MI Adult	Non Suicide Death	5
		Suicide	1
Qtr 1 Total			14
Qtr 2	IDD	Non Suicide Death	3
	MI Adult	Non Suicide Death	6
	ACT	Non Suicide Death	2
Qtr 2 Total			11
Qtr 3	IDD	Non Suicide Death	5
	MI Adult	Non Suicide Death	6
	CARES	Non Suicide Death	1
Qtr 3 Total			12
Qtr 4	IDD	Non Suicide Death	2
		Arrest	1
		ER Treatment Injury	1
	MI Adult	Non Suicide Death	8
		Arrest	1
		Hospitalization	1
	CARES		1
Qtr 4 Total			12

Mortality Data Thru Qtr 4 FY 2022

Cause of Death	Number of Deaths FY 17	Number of Deaths FY 18	Number of Deaths FY 19	Number of Deaths FY 20	Number of Deaths FY 21	Number of Deaths FY 22
Aspiration Pneumonia			1	2	2	3
Cancer	10	8	9	7	10	3
Cardiovascular	8	13	14	14	5	12
Dehydration		1				
Drug Abuse	6	12	5	8	2	6
Endocrine System (Diabetes)					1	
Environmental Hypothermia			1			
Gastrointestinal				3	1	
Hip Fracture Complications		1				
Homicide	1	3				
Hyponatremia						2
Inanition				2		
Infection				4	5 (4 - COVID 19)	4 (3 - COVID 19)
Kidney Disease	1	1		1		
Liver Disease	1	2		2	3	1
Metabolic			1			
Muscular Dystrophy						
Natural/Other	3	1				
Neurological	2	2	1	3	7	3
Respiratory	4	5	9	10	4	4
Sturge Weber Syndrome						
Suicide	3	2	2	5	2	2
Trauma		1	2		2	3
Unknown	3	9	10	8	10	8
Grand Total	47	65	55	67	54	51

Sentinel Events: There was one sentinel event in the fourth quarter.