



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/99510108421>

February 12, 2024

2:00-3:30 pm

- I. Roll Call (1 minute)
- II. Introductions (1 minute)
- III. Audience Participation (see guidelines below) (5 minutes)
- IV. Budget-Finance Committee Meeting Minutes (3 minutes) **ACTION**
 - Quality-Finance Committee Meeting Minutes and Actions from 12/11/23 (Attachment #1)
- V. Financial Status Report (10 minutes)
 - Financial Status Report (Attachment #2) **N. Phelps ACTION**
- 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 (5 minutes)
 - None
- X. New Business (45 minutes)
 - Office of Recipient Rights Annual Report (Attachment #5) **K. Snay ACTION**
- XI. Items for Future Discussions (5 minutes)
 - Accounts Receivable
 - Cost Per Case Comparisons

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.

XII. Adjournment of Public Meeting (Next Quality-Finance Committee Meeting: April 8, 2024)

VIRTUAL MEETING LINK IS:

Join from a PC, Mac, iPad, iPhone or Android device:
Please click this URL to join. <https://zoom.us/j/99510108421>

Or One tap mobile:
+19292056099, 99510108421# US (New York)
+12678310333, 99510108421# US (Philadelphia)

Or join by phone:
Dial (for higher quality, dial a number based on your current location):
US: +1 929 205 6099 or +1 267 831 0333 or +1 312 626 6799 or
+1 646 518 9805

Webinar ID: 995 1010 8421

International numbers available: <https://zoom.us/u/aNsFgwR>

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

December 11, 2023
Learning Resource Center-Michigan Room (in person)
<https://zoom.us/j/94167268721> (virtual)
2:00-3:30 pm

ROLL CALL: A. Dusbiber attending virtually
B. Higman attending virtually
N. Graebner-Sundling attending in person
M. Udow-Phillips attending in person

MEMBERS ABSENT: S. Antonow, H. Heaviland

STAFF PRESENT: R. Avedisian, T. Cortes, M. Harding, L. Gentz, N. Phelps, K. Snay, H. Linky, L. Higle, S. Ray, Tim Florence, K. Snay, S. Amos O'Neal, K. Hoener, E. Montgomery, M. Tasker

OTHERS PRESENT: K. Walker, M. Creekmore, K. Homan

N. Graebner-Sundling called the meeting to order at 2:06 pm.

:

- I. Introductions
 - None
- II. Audience Participation
 - None
- III. Committee Response to Audience Participation
 - None
- IV. Quality-Finance Committee Meeting Minutes and Actions from 10/16/23 (Attachment #1)
 - Quality-Finance Committee Meeting Minutes and Actions of 10/16/23 were reviewed.

MOTION BY A. DUSBIBER SUPPORTED BY M. UDOW-PHILLIPS TO RECOMMEND APPROVAL OF THE MINUTES AND ACTIONS FROM OCTOBER 16, 2023, QUALITY-FINANCE COMMITTEE MEETING AS PRESENTED.

ROLL CALL VOTE:

ANTONOW	N/A	DUSBIBER	Y
GRAEBNER-SUNDLING	Y	HIGMAN	Virtual (N/A)
HEAVILAND	N/A	UDOW-PHILLIPS	Y

MOTION CARRIED

- V. Financial Status Report

- N. Phelps presented the Financial Status Report for the period ending June 30, 2023 (Attachment #2)

MOTION BY M. UDOW-PHILLIPS SUPPORTED BY N. GRAEBNER-SUNDLING TO RECOMMEND APPROVAL OF THE FINANCIAL STATUS REPORT ENDING OCTOBER 31, 2023, AS PRESENTED.

ROLL CALL VOTE:

ANTONOW	N/A	DUSBIBER	Y
GRAEBNER-SUNDLING	Y	HIGMAN	Virtual (N/A)
HEAVILAND	N/A	UDOW-PHILLIPS	Y

MOTION CARRIED

VI. Contracts and Leases

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

MOTION BY M. UDOW-PHILLIPS, SUPPORTED BY N. GRAEBNER-SUNDLING TO RECOMMEND APPROVAL OF THE CONTRACTS AND LEASES AS PRESENTED.

ROLL CALL VOTE:

ANTONOW	N/A	DUSBIBER	Y
GRAEBNER-SUNDLING	Y	HIGMAN	Virtual (N/A)
HEAVILAND	N/A	UDOW-PHILLIPS	Y

MOTION CARRIED

VII. Executive Director Authorizations

- None

VIII. Regional Finance Update

- T. Cortes provided an update to the Committee

IX. Old Business

- . None

X. New Business

- Suicide Prevention Project (Attachment #4)
 - o E. Montgomery and K. Hoener presented on the Suicide Prevention Project to the Committee.
- Program Committee Dashboard - FY23, Quarter 3 (Attachment #5)
 - o L. Hagle presented the Program Dashboard FY23 Quarter 3 for the Committee
- Skill Building Network Update
 - o H. Linky and T. Cortes provided the Skill Building Network update to the Committee.

XI. Items for Future Discussions

- Accounts Receivable

- Cost Per Case Comparisons

MOTION BY M. UDOW-PHILLIPS, SUPPORTED BY N. GRAEBNER-SUNDLING, TO ADJOURN THE WCCMH QUALITY-FINANCE COMMITTEE MEETING.

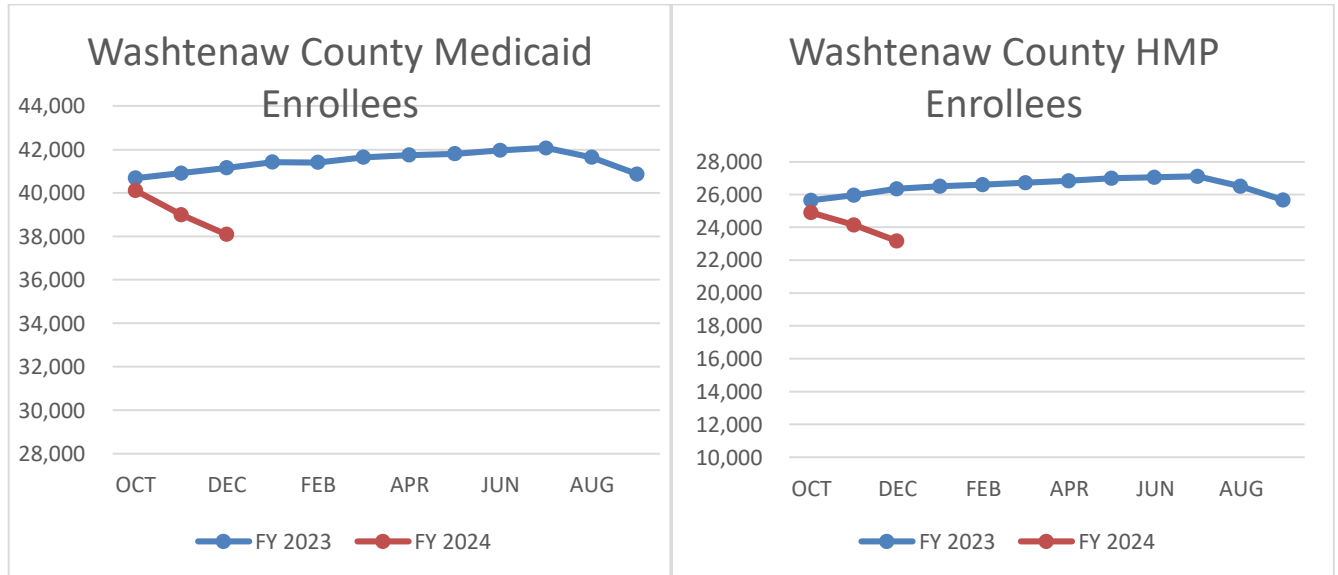
XII. Meeting adjourned at 2:51 pm.

DRAFT

WASHTENAW COUNTY COMMUNITY MENTAL HEALTH
YEAR-TO-DATE FINANCIAL STATUS
FISCAL YEAR 2023: For the period ending December 31, 2023
Prepared: February 7, 2024

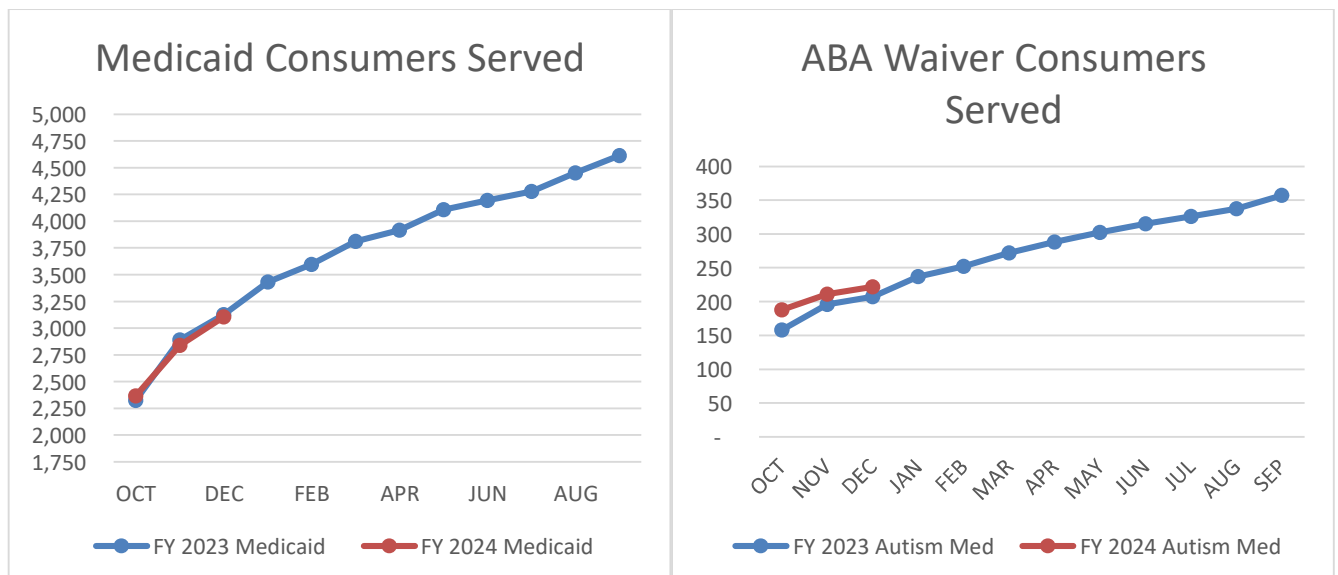
1. Washtenaw County Enrollees

A summary of FY 2024 Washtenaw County Medicaid and Healthy Michigan Enrollees is shown below:



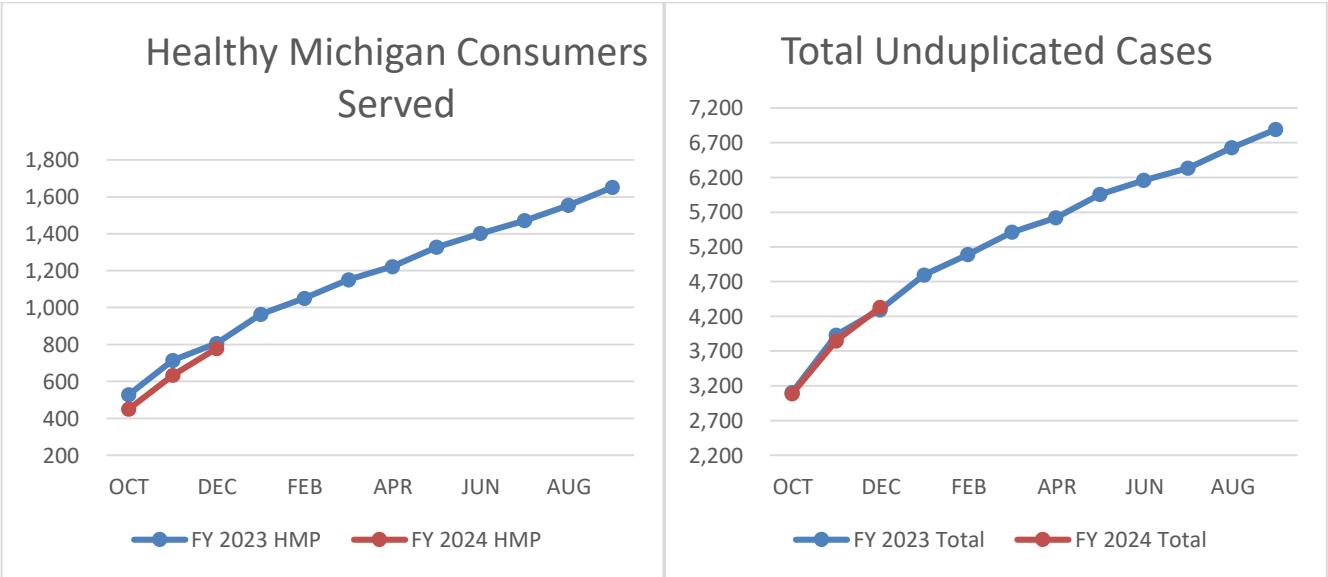
Washtenaw County Medicaid Enrollees were 38,089 in December 2023. This is a 7.47% decrease from the same time last year (3,073 less enrollees than in December 2022). Healthy Michigan enrollment in December 2023 was 23,169. This is a 12.04% decrease from the same time last year (3,170 less enrollees than in December 2022).

2. WCCMH Consumers Served to Date



Medicaid consumers served through December 2023 are 3,105. This is 21 less consumers than the prior year (3,126 consumers were served through December 2022).

ABA Waiver consumers served through December 2023 are 22. This is 15 more consumers than prior year (207 consumers were served through December 2022).



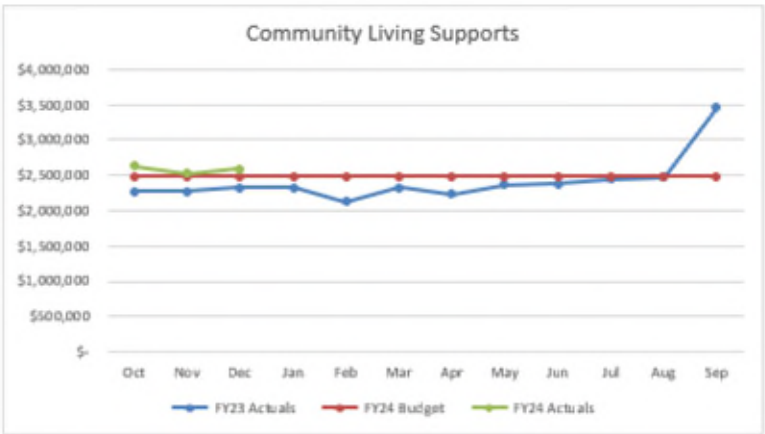
Healthy Michigan consumers served through December 2023 were 779. This is 27 less consumers than the same period last year.

The total unduplicated consumers served by WCCMH through December 2023 were 4,331. This is 37 more consumers than served last year.

3. Financial Statement Highlights

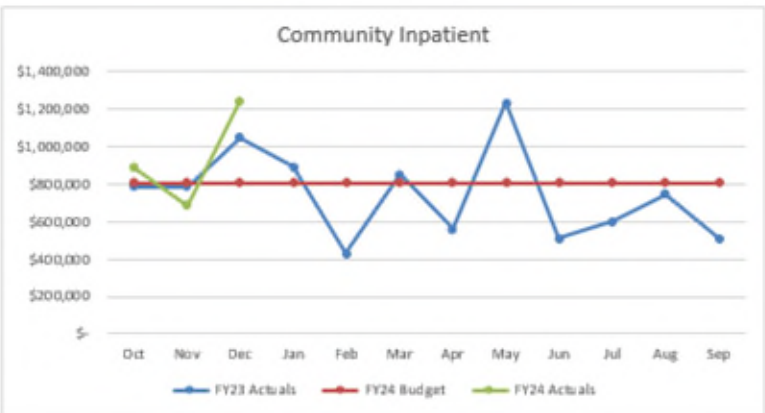
- a. CLS service costs to date are estimated to be \$7.7 Million and running just slightly over budget for the first quarter of FY 2024.

	FY23 Actuals	FY24 Budget	FY24 Actuals	YTD % Change
Oct	\$ 2,277,066	2,483,333	\$ 2,633,975	15.67%
Nov	2,268,391	2,483,333	2,524,233	13.48%
Dec	2,325,087	2,483,333	2,586,711	12.73%
Jan	2,322,970	2,483,333		
Feb	2,127,806	2,483,333		
Mar	2,324,287	2,483,333		
Apr	2,237,842	2,483,333		
May	2,362,630	2,483,333		
Jun	2,372,765	2,483,333		
Jul	2,444,471	2,483,333		
Aug	2,474,989	2,483,333		
Sep	3,451,817	2,483,333		



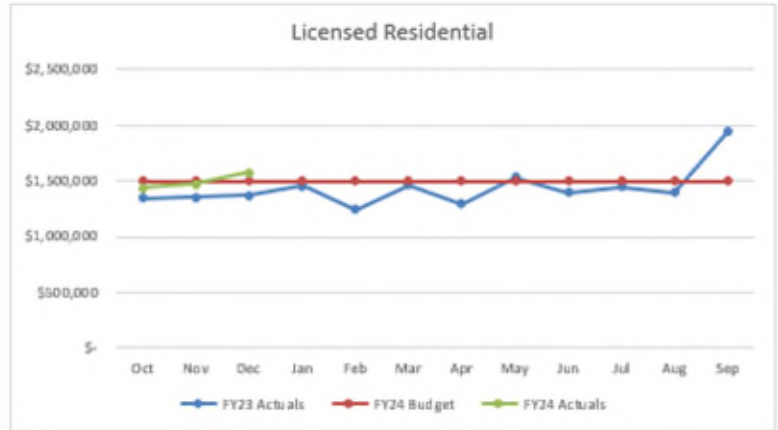
- b. Community Inpatient costs to date are \$2.8 Million. The costs year to date are 7% higher than this time last year and \$393,000 over budget.

	FY23 Actuals	FY24 Budget	FY24 Actuals	YTD % Change
Oct	\$ 783,838	\$ 808,333	\$ 888,374	13.34%
Nov	786,506	808,333	686,783	0.31%
Dec	1,046,711	808,333	1,243,366	7.70%
Jan	890,910	808,333		
Feb	428,822	808,333		
Mar	851,148	808,333		
Apr	558,658	808,333		
May	1,233,470	808,333		
Jun	511,519	808,333		
Jul	598,407	808,333		
Aug	743,351	808,333		
Sep	508,767	808,333		



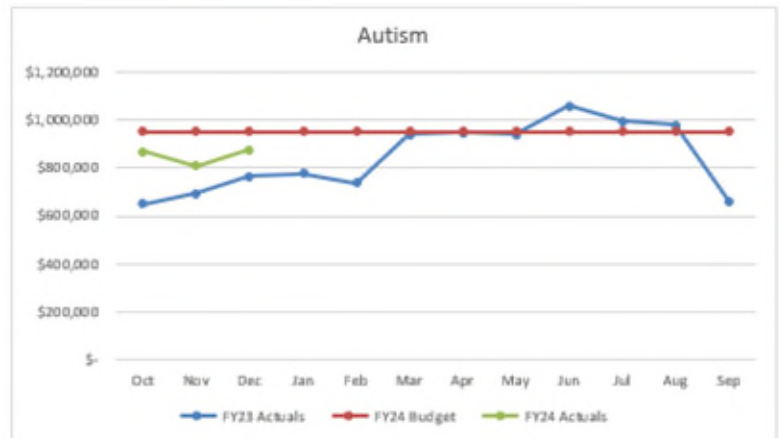
- c. Licensed Residential costs to date are \$4.5 Million and coming in right on budget. The costs year to date are 10% more than this time last year.

	FY23 Actuals	FY24 Budget	FY24 Actuals	YTD % Change
Oct	\$ 1,348,498	\$ 1,500,000	\$ 1,441,874	6.92%
Nov	1,351,230	1,500,000	1,476,079	8.08%
Dec	1,371,021	1,500,000	1,577,380	10.43%
Jan	1,456,672	1,500,000		
Feb	1,244,640	1,500,000		
Mar	1,466,361	1,500,000		
Apr	1,292,818	1,500,000		
May	1,529,546	1,500,000		
Jun	1,396,384	1,500,000		
Jul	1,451,490	1,500,000		
Aug	1,396,094	1,500,000		
Sep	1,952,399	1,500,000		



- d. Applied Behavior Analysis/Autism service costs to date are \$2.6 Million. The costs year to date are 21% more than this time last year and \$300,000 under budget.

	FY23 Actuals	FY24 Budget	FY24 Actuals	YTD % Change
Oct	\$ 648,805	\$ 950,000	\$ 867,186	33.66%
Nov	694,140	950,000	808,841	24.80%
Dec	765,065	950,000	874,088	20.97%
Jan	776,181	950,000		
Feb	737,877	950,000		
Mar	939,566	950,000		
Apr	948,251	950,000		
May	939,851	950,000		
Jun	1,056,440	950,000		
Jul	992,730	950,000		
Aug	977,197	950,000		
Sep	658,111	950,000		



- e. Internal staffing expenses are trending under budget due to the difficulty recruiting for budgeted vacant positions.

4. PIHP Revenue Key Points

- a. Medicaid, CCBHC and Healthy Michigan Plan revenues are collected from the PIHP.
- b. By funding source, Medicaid and CCBHC is showing a surplus of \$3,052,478 through December.
- c. By funding source, HMP is showing a deficit of \$297,648 through December.
- d. Overall, the PIHP surplus is \$2,874,928 through December.

5. State General Fund Key Points

- a. General Fund programs and funding redirected to other Risk-Based programs is showing a surplus of \$77,936.

6. Local Key Points

- a. The majority of Local Funding comes from Washtenaw County.
- b. Local Funds are showing a surplus of \$61,059 through December.
- c. Uses of Local Funding include:
 - i. The 10% GF Match of non-residential services
 - ii. Local contribution – required by MDHHS
 - iii. Local share for State Facilities
 - iv. Shelter expenses and other Local needs

7. Fund Balance

- a. At the end of FY 2023, we have an estimated fund balance of \$2,122,027

Washtenaw County Community Mental Health
FINANCIAL PERFORMANCE BY FUND SOURCE
 DECEMBER 2023 FYTD

ATTACHMENT #2
 FEBRUARY 2024

	<u>Total</u>
Medicaid **	
<u>Revenue</u>	
B & 1115i	\$ 12,415,917
HSW	7,674,268
Behavioral Health Home	145,977
Child Waiver/SED Waiver	282,504
Autism	1,855,849
Prior Year Adjustments	-
Care for Caïd	-
Total Medicaid Revenue	<u>\$ 22,374,516</u>
Total Medicaid Expense	\$ 19,164,406
Medicaid Surplus/(Deficit)	<u><u>\$ 3,210,109</u></u>

CCBHC **	
Supplemental Revenue	\$ 5,612,017
CCBHC Non-Medicaid Expense	\$ 314,530
CCBHC HMP Expense	1,013,283
CCBHC Medicaid Expense	4,441,834
Total CCBHC Expense	<u>\$ 5,769,648</u>
CCBHC Surplus/(Deficit)	<u><u>\$ (157,631)</u></u>

Healthy Michigan **	
Revenue	\$ 1,538,814
Expense	1,836,462
Healthy MI Surplus/(Deficit)	<u><u>\$ (297,648)</u></u>

General Fund	
<u>Revenue</u>	
CMH Operations	\$ 1,149,417
CMH Operations Contra	-
GF Carryforward	-
Categorical	-
Redirect To Injectable Meds.	-
Funding Fr. Other Local Sources	(1,173)
Total General Fund Revenue	<u>\$ 1,148,244</u>
Total General Fund Expense	\$ 1,070,308
General Fund Surplus/(Deficit)	<u><u>\$ 77,936</u></u>

Washtenaw County Community Mental Health
FINANCIAL PERFORMANCE BY FUND SOURCE
 DECEMBER 2023 FYTD

ATTACHMENT #2
FEBRUARY 2024

	<u>Total</u>
Injectable Meds	
Revenue	\$ -
Expense	22,177
Inj. Meds. Surplus/(Deficit)	<u>\$ (22,177)</u>
Grants And Contracts	
Revenue	\$ 447,551
Expense	447,551
Grants & Cont. Surplus/(Deficit)	<u>\$ -</u>
CMHSP To CMHSP	
Revenue	\$ 243,661
Redirect to GF	1,173
Expense	244,835
CMHSP to CMHSP Surplus/(Deficit)	<u>\$ -</u>
Local	
Revenue	\$ 386,775
Expense	325,716
Local Surplus/(Deficit)	<u>\$ 61,059</u>
Private Grant & All NOR	
Revenue	\$ 24,739
Expense	21,460
Priv. Grant & NOR Surplus/(Deficit)	<u>\$ 3,280</u>
Grand Total	
Revenue	\$ 31,787,139
Expense	28,912,212
Grand Total Surplus/(Deficit)	<u>\$ 2,874,928</u>

** Denotes PIHP Medicaid Subcontracting Agreement Funds

PIHP Medicaid Surplus/(Deficit)	\$ 2,732,653
WCCMH Surplus/(Deficit)	142,275
	<u>\$ 2,874,928</u>

Washtenaw County Community Mental Health
Budget to Actuals
For Three Months Ending December 31, 2023

Current Fiscal Year					
	FY 2024 Approved Budget	FY 2024 Approved Budget YTD	FY 2024 YTD Actuals	YTD Actuals Over/(Under) YTD Budget	% O(U)
<u>Operating Revenue</u>					
PIHP Revenue					
Medicaid Capitation:					
Medicaid (b) & 1115i	\$ 49,619,192	\$ 12,404,798	\$ 12,415,917	\$ 11,119	0.09%
HSW	30,015,227	7,503,807	7,674,268	170,461	2.27%
Children & SED Waivers	1,335,478	333,870	292,153	(41,717)	-12.49%
Healthy Michigan Capitation	6,155,256	1,538,814	1,538,814	-	0.00%
Autism Capitation	7,423,397	1,855,849	1,855,849	(0)	0.00%
CCBHC Medicaid/HMP	8,500,000	2,125,000	5,612,017	3,487,017	164.09%
CCBHC Supplementary	8,500,000	2,125,000	-	(2,125,000)	-100.00%
Behavioral Health Home	390,000	97,500	145,977	48,477	0.00%
TOTAL PIHP Revenue	\$ 111,938,550	\$ 27,984,638	\$ 29,534,995	\$ 1,550,358	5.54%
MDHHS Revenue					
State General Funds	\$ 4,597,669	\$ 1,149,417	\$ 1,149,417	\$ (0)	0.00%
Grants & Earned Contracts	3,100,646	775,162	424,852	(350,310)	-45.19%
All Other Revenue					
County Appropriation	\$ 1,751,761	\$ 437,940	\$ 139,722	\$ (298,218)	-68.10%
Project Revenue	893,227	223,307	123,742	(99,565)	-44.59%
All Other	1,917,652	479,413	665,139	185,726	38.74%
TOTAL Operating Revenue	\$ 124,199,505	\$ 31,049,876	\$ 32,037,867	\$ 987,991	3.18%
<u>Operating Expenses</u>					
Administrative Expenses					
General Administration	\$ 8,329,146	\$ 2,082,287	\$ 1,834,868	\$ (247,419)	-11.88%
Program Administration	4,373,800	1,093,450	887,923	(205,527)	-18.80%
Residential Services					
Community Living Supports	\$ 29,800,000	\$ 7,450,000	\$ 7,530,800	\$ 80,800	1.08%
Licensed Residential	18,000,000	4,500,000	4,495,333	(4,667)	-0.10%
Outpatient Services					
Autism Services	\$ 11,400,000	\$ 2,850,000	\$ 2,550,115	\$ (299,885)	-10.52%
Case Management	6,038,299	1,509,575	1,343,834	(165,741)	-10.98%
Supports Coordination	3,405,893	851,473	743,773	(107,700)	-12.65%
Skill Building	4,594,775	1,148,694	1,071,937	(76,757)	-6.68%
Supported Employment	1,812,327	453,082	435,428	(17,654)	-3.90%
Psychiatry	4,678,306	1,169,577	860,063	(309,514)	-26.46%
Nursing Services	2,774,013	693,503	638,562	(54,941)	-7.92%
Therapy Services	2,896,063	724,016	619,219	(104,797)	-14.47%
All Other	12,204,965	3,051,241	2,615,092	(436,149)	-14.29%
Other Expenses					
Community Inpatient	\$ 9,700,000	\$ 2,425,000	\$ 2,818,522	\$ 393,522	16.23%
Local Matches & Shelter	1,091,272	272,818	292,618	19,800	7.26%
Grants & Earned Contracts	3,100,646	775,162	424,852	(350,310)	-45.19%
TOTAL Operating Expenses	\$ 124,199,505	\$ 31,049,876	\$ 29,162,939	\$ (1,886,937)	-6.08%
Revenue Over/(Under) Expenses	-	-	2,874,928	2,874,928	

Washtenaw County Community Mental Health
Budget to Actuals
For Three Months Ending December 31, 2023

Prior Year Comparison				
	FY 2024 YTD Actuals	FY 2023 Prior YTD Actuals	YTD Actuals Over/(Under) Prior YTD Actuals	% O(U)
<u>Operating Revenue</u>				
PIHP Revenue				
Medicaid Capitation:				
Medicaid (b) & 1115i	\$ 12,415,917	\$ 14,460,413	\$ (2,044,496)	-14.14%
HSW	7,674,268	6,767,169	907,099	13.40%
Children & SED Waivers	292,153	269,537	22,616	8.39%
Healthy Michigan Capitation	1,538,814	1,728,343	(189,529)	-10.97%
Autism Capitation	1,855,849	1,618,849	237,000	14.64%
CCBHC Medicaid/HMP	5,612,017	-	5,612,017	0.00%
CCBHC Supplementary	-	1,447,788	(1,447,788)	0.00%
Behavioral Health Home	145,977	78,930	67,047	0.00%
TOTAL PIHP Revenue	\$ 29,534,995	\$ 26,371,029	\$ 3,163,966	12.00%
MDHHS Revenue				
State General Funds	\$ 1,149,417	\$ 1,149,417	\$ -	0.00%
Grants & Earned Contracts	424,852	424,716	136	0.03%
All Other Revenue				
County Appropriation	\$ 139,722	\$ 26,148	\$ 113,574	434.35%
Project Revenue	123,742	159,912	(36,170)	-22.62%
All Other	665,139	805,470	(140,331)	-17.42%
TOTAL Operating Revenue	\$ 32,037,867	\$ 28,936,692	\$ 3,101,175	10.72%
<u>Operating Expenses</u>				
Administrative Expenses				
General Administration	\$ 1,834,868	\$ 1,935,931	\$ (101,063)	-5.22%
Program Administration	887,923	554,598	333,325	60.10%
Residential Services				
Community Living Supports	\$ 7,530,800	\$ 7,711,393	\$ (180,593)	-2.34%
Licensed Residential	4,495,333	4,070,750	424,583	10.43%
Outpatient Services				
Autism Services	\$ 2,550,115	\$ 2,108,010	\$ 442,105	20.97%
Case Management	1,343,834	1,223,654	120,180	9.82%
Supports Coordination	743,773	668,131	75,642	11.32%
Skill Building	1,071,937	980,453	91,484	9.33%
Supported Employment	435,428	466,492	(31,064)	-6.66%
Psychiatry	860,063	1,058,678	(198,615)	-18.76%
Nursing Services	638,562	574,528	64,034	11.15%
Therapy Services	619,219	609,115	10,104	1.66%
All Other	2,615,092	2,739,749	(124,657)	-4.55%
Other Expenses				
Community Inpatient	\$ 2,818,522	\$ 2,617,056	\$ 201,466	7.70%
Local Matches & Shelter	292,618	367,233	(74,615)	-20.32%
Grants & Earned Contracts	424,852	405,943	18,909	4.66%
TOTAL Operating Expenses	\$ 29,162,939	\$ 28,091,714	\$ 1,071,225	3.81%
Revenue Over/(Under) Expenses	2,874,928	844,978	2,029,950	

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

BACKGROUND:

1. Pine Rest Christian Mental Health Services.: provides licensed residential services.
2. DBT Institute of Michigan: provides licensed residential services.
3. Residential Opportunities, Inc. (ROI): provides licensed residential services.
4. Screenvision Direct Inc. DBA Screenvision Media: will provide a cinema ad campaign to support recruitment efforts.

Service Contracts

Contractor	Funding	Estimated Budget	Contract Term	Service Description
1. Pine Rest Christian Mental Health Services	Medicaid	As Authorized	January 27, 2024-September 30, 2024	Licensed Residential Services
2. DBT Institute of Michigan	Medicaid	As Authorized	February 1, 2024-September 30, 2024	Licensed Residential Services
3. Residential Opportunities, Inc. (ROI)	Medicaid	As Authorized	March 1, 2024-September 30, 2024	Licensed Residential Services
4. Screenvision Direct Inc. DBA Screenvision Media	Medicaid	\$25,717	February 1, 2024-January 31, 2025	Cinema Ad Campaign at Emagine Canton & Emagine Saline

**Executive Director Contract Authorizations
February 2024 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
Leslie Deshazor	\$400	January 22, 2024	Musical Performer at Black Lives Matter MLK Event	
Anthony Finley	\$250	January 22, 2024	Musical Performer at Black Lives Matter MLK Event	
Washtenaw Community College	\$720	January 22, 2024	Venue for Black Lives Matter MLK Event	
Hummingbird Consulting, Inc.	\$6,430	January 1, 2024- June 30, 2024	Facilitation & Project Management of the seven partnering CCBHCs re: Safety Net Complex Care Integration Model Planning Project	
Alicia D. Smith, LLC	\$7,714	January 1, 2024- June 30, 2024	Consultant for the Safety Net Complex Care Integration Model Planning Project	

WCCMH - Office of Recipient Rights

Quarter IV- FY 22/23

Executive Summary

ORR Program Overview:

- The Rights Office attended the Annual Recipient Rights Conference in September 2023.
- The Rights Office and WCCMH served a record number of consumers in the 22/23 Fiscal Year (6016! Up from 4635 last year).
- The Rights Office experienced a brief staffing vacancy at the end of FY 22/23.

Report Complaint Data:

- Cases overall are trending upward.

Aggregate Summary

Fiscal Year	22/23	21/22	20/21	19/20
Complaints Received	161	150	123	142
Allegations Involved	215	202	164	206
Allegations Investigated	196	183	157	190
Allegations Resolved by Intervention	0	0	0	0
Allegations Substantiated	78	81	63	65
Percentage of allegations substantiated	39.80%	44.26%	40.13%	34.21%

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 (nonaccidental act, unreasonable force and exploitation), and the Neglect data *does not* include Neglect-Failure to Report allegations.

	FY 22/23		FY 21/22		FY 20/21		FY 19/20	
	Received	Substantiated	Received	Substantiated	Received	Substantiated	Received	Substantiated
Abuse:								
Class I	0	0	0	0	0	0	0	0
Class II	27	5	26	6	19	5	23	3
Class III	19	4	10	4	13	4	18	1
Sexual Abuse	0	0	1	0	0	0	2	0
Neglect:								
Class I	0	0	1	0	0	0	1	1
Class II	3	2	0	0	3	1	3	1
Class III	47	26	54	35	45	26	60	33

The following is a four year comparison of **the top three complaint substantiations**:

FY 22/23	(Received) Substantiated	FY 21/22	(Received) Substantiated	FY 20/21	(Received) Substantiated	FY 19/20	(Received) Substantiated
Neglect Class III	(47) 26	Neglect Class III	(54) 35	Neglect Class III	(45) 26	Neglect Class III	(60) 33
Mental Health Services Suited to Condition	(29) 12	Mental Health Services Suited to Condition	(21) 13	Dignity and Respect	(31) 8	Neglect Class III: Failure to Report	(8) 8
Safe, Sanitary, Humane Treatment Environment	(18) 12	Dignity and Respect	(38) 7	Mental Health Services Suited to Condition <i>and</i> Abuse Class II	(20) 5 (19) 5	Mental Health Services Suited to Condition	(19) 6

Helpful definitions of the top three complaint substantiations:

Neglect Class III

Staff failed to follow a written standard (ie: IPOS, doctor's order, policy, etc.), AND it placed the consumer at risk of physical harm.

Mental Health Services Suited to Condition

Staff failed to follow a written standard (ie: IPOS, doctor's order, policy, etc.), BUT it did not place the consumer at risk of physical harm.

Safe, Sanitary, Humane Treatment Environment

Mental health services are to be provided in a safe, sanitary, and humane treatment environment.

- An **unsafe treatment environment** example might include staff drinking alcohol or smoking marijuana on shift.
- An **unsanitary treatment environment** example might include staff failing to change soiled bedding, failing to assist with hygiene/cleaning, or dropping a pill on the floor that they then administer to a consumer.
- An **inhumane treatment environment** example might include two staff members arguing or swearing in front of, but not at, a consumer.

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

Service location type/Code	Number of substantiations
ACT	2
Case Management	2
Children's Foster Care	0
Clubhouse/Drop-in Center	1
Crisis Center	0
Day Program DD	1
Day Program MI	0
Inpatient	0
Other	5
Outpatient	2
Psychosocial Rehabilitation	0
Residential DD	17
Residential MI	5
Residential MI & DD	7
Respite Homes	0
Supported Independence Program (SIP)	35
Supported Employment	0
Workshop (prevocational)	1

COMPLAINT DATA FOR:	Washtenaw County
RIGHTS OFFICE DIRECTOR:	Katie Snay

Reporting Period:

FY23

October 1, 2022 - September 30, 2023

CMH

of Consumers Served
(unduplicated count)

6016

Rights Office
FTEs

4

LPH

Hours/40 Spent
on Rights

ALLEGATION TOTALS

Total Complaints Received	161	← DO NOT TYPE HERE - CELL WILL AUTO FILL
Allegations	196	← DO NOT TYPE HERE - CELL WILL AUTO FILL
Investigations	196	← DO NOT TYPE HERE - CELL WILL AUTO FILL
Investigations Substantiated	78	← DO NOT TYPE HERE - CELL WILL AUTO FILL
Interventions	0	← DO NOT TYPE HERE - CELL WILL AUTO FILL

Interventions Substantiated	0	 DO NOT TYPE HERE - CELL WILL AUTO FILL
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ALLEGATIONS BY CATEGORY

Code	Category	Received
0000	No Right Involved	12

Code	Category	Received
0001	Outside Provider Jurisdiction	7

Code	Category	Received	Investigations	Investigations Substantiated
7221	Abuse class I	0	0	0
72221	Abuse class II - Nonaccidental act	15	15	4
72222	Abuse class II - unreasonable force	6	6	1
72223	Abuse class II - emotional harm	0	0	0
72224	Abuse class II - treating as incompetent	0	0	0
72225	Abuse class II - exploitation	6	6	0
7223	Abuse - class III	19	19	4
7224	Abuse class I - sexual abuse	0	0	0

Code	Category	Received	Investigations	Investigations Substantiated
72251	Neglect class I	0	0	0
72252	Neglect class I - failure to report	0	0	0
72261	Neglect class II	3	3	2

72262	Neglect class II - failure to report	2	2	1
72271	Neglect class III	47	47	26
72272	Neglect class III - failure to report	1	1	1

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7550	Right Protection System	2	2	1	0	0
7555	Retaliation/harassment toward recipients	1	1	0		

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions 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	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7081	Mental Health Services Suited to Condition (includes chapter 4 violations)	29	29	12	0	0
7082	Safe, Sanitary Humane Treatment Environment	18	18	12	0	0
7083	Least restrictive setting	0	0	0	0	0
7084	Dignity and Respect	30	30	8	0	0

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7100	Physical and Mental Exams	0	0	0	0	0
7110	Family Rights	7	7	1	0	0

7120	Individual Written Plan of Service (Person-Centered Process)	0	0	0	0	0
7130	Choice of Physician/Mental Health Professional	1	1	0	0	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	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7240	Fingerprints, Photographs, Audiorecordings, Use of One-Way Glass	3	3	3	0	0
7249	Video Surveillance	0	0	0	0	0

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7261	Communications-Visits	0	0	0	0	0
7262	Communications-Telephone	1	1	0	0	0
7263	Communications-Mail	0	0	0	0	0

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7281	Property-Possession and use	1	1	0	0	0
7286	Personal Property – Limitations	0	0	0	0	0

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7360	Labor and Compensation	0	0	0	0	0
Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7440	Freedom of Movement	0	0	0	0	0
7400	Restraint	1	1	0	0	0
7420	Seclusion	0	0	0	0	0
Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7460	Complete Record	0	0	0	0	0
7480	Disclosure of Confidential Information	3	3	2	0	0
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		196	196	78	0	0

DO NOT ENTER DATA HERE. THESE COLUMNS WILL AUTO FILL

REMEDATION TOTALS		POPULATION TOTALS		PROVIDER TOTALS	
Verbal Counseling	9	SED	4	ACT	2
Written Counseling	1	SED-W	0	Case Management	2
Verbal Reprimand	0	DD-CWP	0	Children's Foster Care	0
Written Reprimand	26	HSW	34	Clubhouse/Drop-in Center	1
Suspension	7			Crisis Center	0
Demotion	1			Day Program DD	1
Staff Transfer	2			Day Program MI	0
Training	33			Inpatient	0
Employment Termination	17			Other	5
Employee left the agency, but substantiated	14			Outpatient	2
Contract Action	2			Psychosocial Rehabilitation	0
Policy Revision/Development	0			Residential DD	17
Environmental Repair/Enhancement	0			Residential MI	5
Plan of Service Revision	3			Residential MI & DD	7
Recipient Transfer to Another Provider/Site	1			Respite Homes	0
Other	7			SIP	35
Pending	0			Supported Employment	0
None	0			Workshop (prevocational)	1

Annual Appeals Data for:
County

Washtenaw

APPEALS INFORMATION

Appeals Type	Number
Appeal Requests Regarding the Rights Office Investigation Received	0
Appeal Requests Regarding the Rights Office Investigation Accepted	0
Number Upheld	0
Number Sent Back for Reinvestigation	0
Number Where External Investigation by MDHHS-ORR Was Requested	0
Appeal Requests Regarding the Action Taken Received	0
Appeal Requests Received Regarding the Action Taken Accepted	0
Number Upheld	0
Number Sent Back for Further Action	0

Washtenaw County ANNUAL TRAINING ACTIVITY Training Received by Office Staff (Please only list trainings related to rights protection)					
LIST THE NAMES OF ALL RIGHTS STAFF HERE	Staff Name (drop down: you have to scroll up to see the names)	MDHHS Course Number	Topic of Training Received	Category (drop down)	# Hours
Jessica Krefman	Sarah Smith	ORR23CMHQM	CMH Directors Quarterly Meeting	I - Operations	1.25
Leah Raehtz	Sarah Smith	ORR23LPHQC	LPH Quarterly Conference Call	I - Operations	1.00
Sarah Smith	Sarah Smith	ORR23cmhQm	CMH Directors Quarterly Meeting	I - Operations	1.75
	Sarah Smith	ORR23CHAP4	Assisted Outpatient Treatment	II - Legal Foundations	1.50
	Sarah Smith	ORR23CHAP4	Admission & Discharge - Children	II - Legal Foundations	1.50
	Sarah Smith	ORR23CHAP4	Admission & Discharge - Adults	II - Legal Foundations	3.00
	Sarah Smith	ORR23RT-01	MDHHS-Office of Recipient Rights Round Table	I - Operations	5.00
	Sarah Smith	RCA 23-35	Michigan Court Appointed Special Advocates (CASA)	IV - Augmented Training	1.50

CATEGORY TOTALS	
I - Operations	23.00
II - Legal Foundations	9.00
III - Leadership	0.00
IV - Augmented Training	20.00
Non-CEU	0.00

THESE NUMBERS WILL AUTO-FILL

	Sarah Smith	RCA 23-36	Applied Behavior Analysis (ABA)	IV - Augmented Training	2.00
	Sarah Smith	RCA 23-37	Oakland Mediation Services	IV - Augmented Training	0.25
	Sarah Smith	ORR23LPHQC	LPH Quarterly Conference Call	I - Operations	1.00
	Sarah Smith	RCA23-52	Four Pillars – Building a Framework of Trust	IV - Augmented Training	4.00
	Sarah Smith	RCA23-53	Behavioral Health Subcommittee (Rep. Felicia Brabec)	IV - Augmented Training	1.50
	Sarah Smith	RCA 23-54	Youth Mental Health – School Based Training	IV - Augmented Training	1.75
	Sarah Smith	ORR23LPHQC	LPH Quarterly Conference Call	I - Operations	1.50
	Sarah Smith	RC23 GSI	The Power of Advocacy	IV - Augmented Training	1.50
	Sarah Smith	RC23-03	Forensic Interviewing	I - Operations	1.50
	Sarah Smith	RC23 GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
	Sarah Smith	RC23-06	Recipient Rights Advisory Committee Training	I - Operations	2.00
	Sarah Smith	RC23-07	Comparing ORR and CMS Complaint Systems	II - Legal Foundations	1.50
	Sarah Smith	RC23-12	Keeping Yourself Safe While Practicing Evidence-Based Techniques	IV - Augmented Training	1.50
	Sarah Smith	RC23-15	Implicit Bias and Measuring Ours	I - Operations	1.50
	Sarah Smith	RC23-GSIII	The Final Frontier: What Have We Learned and Where Do We Go From Here	IV - Augmented Training	1.50

	Leah Raehtz	RC23 GSI	The Power of Advocacy	IV - Augmented Training	1.50
	Leah Raehtz	RC23-03	Forensic Interviewing	I - Operations	1.50
	Leah Raehtz	RC23 GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
	Leah Raehtz	RC23-06	Recipient Rights Advisory Committee Training	I - Operations	2.00
	Leah Raehtz	RC23-07	Comparing ORR and CMS Complaint Systems	II - Legal Foundations	1.50
	Leah Raehtz	RC23-12	Keeping Yourself Safe While Practicing Evidence-Based Techniques	IV - Augmented Training	1.50
	Leah Raehtz	RC23-15	Implicit Bias and Measuring Ours	I - Operations	1.50
	Leah Raehtz	RC23-GSIII	The Final Frontier: What Have We Learned and Where Do We Go From Here	IV - Augmented Training	1.50

Washtenaw County

SECTION II: ANNUAL TRAINING ACTIVITY

Part B: Training Provided by Rights Office

		NUMBER OF ATTENDEES BY TYPE				
Topic of Training Provided	How long was the training? (# Hours)	Agency Staff	Contractual Staff	Consumers	Other Staff	Method of Training Used
Recipient Rights Online Training	3.00	80	800			Computer
Recipient Rights Zoom Training	1.00	29	58			Teams/Zoom, etc
Recipient Rights Targeted Training	2.00	0	8			Face-to-Face

Type of Training Totals		Agency Staff	Contractual Staff	Consumers	Other Staff
Face-to-Face	1	0	8	0	0
Video	0	0	0	0	0
Computer	1	80	800	0	0
Paper	0	0	0	0	0
Video & Face-to-Face	0	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	1	29	58	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 23. Pick from the drop-down in the STATUS column and indicate if goal was accomplished, was discontinued, or remains ongoing. Checking ongoing will result in that outcome being self-populated in the FY 24 goal section below.

	Outcomes	Status
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.	Discontinued
2	Reach out to closely related agencies, (LARA, APS, CPS...) to discuss their role in investigations and the guidelines they must follow.	Discontinued
3	Invite Katie Hoerner, WCCMH Program Administrator, about how county and local law enforcement work together for mental health crisis situations in the community.	Accomplished
4	Recruit new committee members to the Washtenaw RRAC	Ongoing
5		

	Outcomes established by the office for FY24
1	Hire, onboard, and train a Recipient Rights Officer for the WCCMH ORR
2	Identify administrative burdens within the ORR that can be streamlined
3	Recruit new committee members to the Washtenaw RRAC
4	
5	

SECTION IV: RECOMMENDATIONS TO THE GOVERNING BOARD

The ORR and Advisory Committee recommends the following:

Recommendations

1	The RRAC recommends that the WCCMH Board supports the 2023/2024 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	