



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/94950001475>

October 7, 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 8/12/24 (Attachment #1)
- V. Financial Status Report (10 minutes)
 - Financial Status Report (Attachment #2) **N. Phelps ACTION**
- VI. Contracts and Leases (5 minutes)
 - None
- VII. Executive Director Authorizations (5 minutes)
 - None
- VIII. Regional Finance Update (5 minutes)
- IX. Old Business (5 minutes)
 - None
- X. New Business (45 minutes)
 - Semi-Annual Recipient Rights Report (Attachment #3) **K. Snay**
- 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: December 9, 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/94950001475>

Or One tap mobile:
+13126266799, 94950001475# US (Chicago)
+16465189805, 94950001475# US (New York)

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

Webinar ID: 949 5000 1475

International numbers available: <https://zoom.us/j/94950001475>

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

August 12, 2024

Learning Resource Center-Michigan Room (in person)

<https://zoom.us/j/92897257270> (virtual)

2:00-3:30 pm

ROLL CALL: H. Heaviland attending in person
B. Higman attending in person
K. Walker attending in person

MEMBERS ABSENT: M. Udow-Phillips, S. Petty, A. Dusbiber

STAFF PRESENT: R. Avedisian, N. Phelps, M. Harding, T. Cortes, T. Florence, L. Gentz, M. Taylor, K. Snay,
S. Ray, L. Hagle

OTHERS PRESENT: K. Walker, A. Somerville, A. LaBarre, K. Homan, L. Lutomski, M. Creekmore

K. Walker called the meeting to order at 2:05 pm.

NO QUORUM

- I. Introductions
 - M. Myska new Recipient Rights Officer with staff
- II. Audience Participation
 - None
- III. Committee Response to Audience Participation
 - None
- IV. Quality-Finance Committee Meeting Minutes and Actions from 6/10/24 (Attachment #1)
 - Quality-Finance Committee Meeting Minutes and Actions of 6/10/24 were reviewed and recommended for approval to the WCCMH Board on 8/23/24.
- V. Financial Status Report
 - N. Phelps presented the Financial Status Report for the period ending June 30, 2024 (Attachment #2)
 - Financial Status Report for the period ending June 30, 2024, was reviewed, and recommended for approval to the WCCMH Board on 8/23/24.
- VI. Contracts and Leases
 - M. Taylor presented the Contracts and Leases to the Committee. (Attachment #3)
 - Contracts and Leases were reviewed and recommended for approval to the WCCMH Board on 8/23/24.
- VII. Executive Director Authorizations
 - None
- VIII. Regional Finance Update

- T. Cortes provided the regional finance update to the Committee.

IX. Old Business

- None

X. New Business

- WCCMH Fiscal Year 2025 Annual Budget (Attachment #4)
 - N. Phelps presented the WCCMH Fiscal Year 2025 Annual Budget numbers to the Committee.
 - WCCMH Fiscal Year 2025 Annual Budget was reviewed and recommended for approval to the WCCMH Board on 8/23/24.
- WCCMH FY25 Master Contract List (Attachment #5)
 - M. Taylor presented the WCCMH FY25 Master Contract List to the Committee.
 - WCCMH FY25 Master Contract List was reviewed and recommended for approval to the WCCMH Board on 8/23/24.
- Program Committee Dashboard FY24, Quarter 1. (Attachment #6)
 - L. Hagle presented the Program Dashboard FY24 Quarter 1 for the Committee.
 - Program Committee Dashboard FY24, Quarter 1 was reviewed and recommended for approval to the WCCMH Board on 8/23/24.
- Program Committee Dashboard FY24, Quarter 2. (Attachment #7)
 - L. Hagle presented the Program Dashboard FY24 Quarter 2 for the Committee.
 - Program Committee Dashboard FY24, Quarter 2 was reviewed and recommended for approval to the WCCMH Board on 8/23/24.
- Performance Improvement FY23 Report (Attachment #8)
 - Performance Improvement FY23 Report was recommended to move the presentation to the WCCMH Board Meeting on 8/23/24 due to time.

XI. Items for Future Discussions

- Accounts Receivable
- Cost Per Case Comparisons

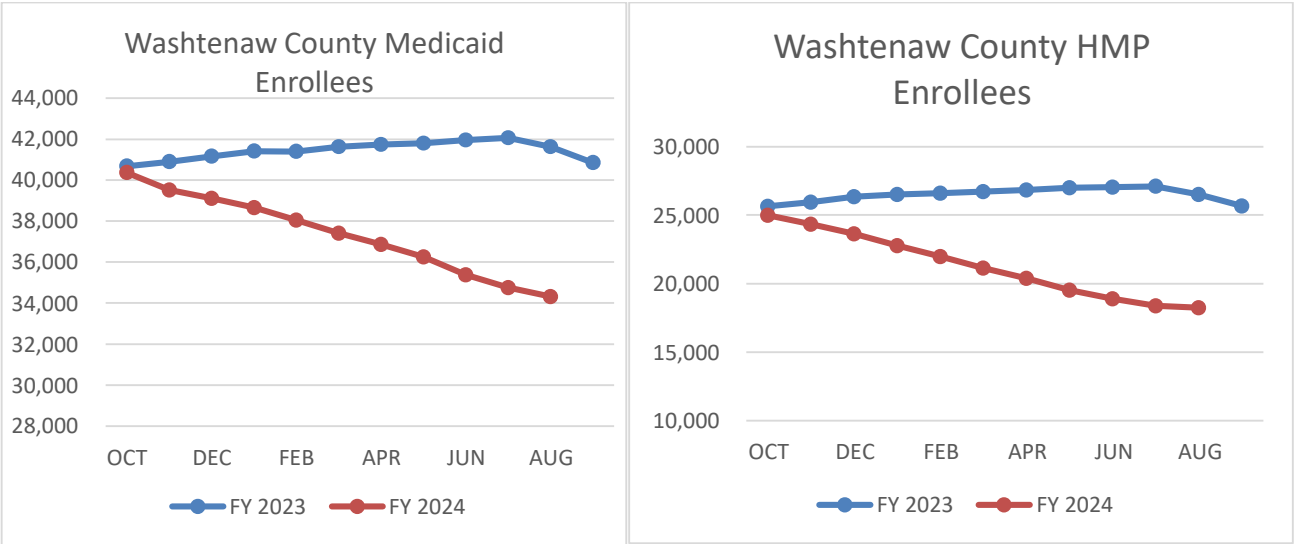
MOTION BY H. HEAVILAND, SUPPORTED BY B. HIGMAN, TO ADJOURN THE WCCMH QUALITY-FINANCE COMMITTEE MEETING.

- XII. Meeting adjourned at 3:30 pm.

WASHTENAW COUNTY COMMUNITY MENTAL HEALTH
YEAR-TO-DATE FINANCIAL STATUS
FISCAL YEAR 2024: For the period ending August 31, 2024
Prepared: September 30, 2024

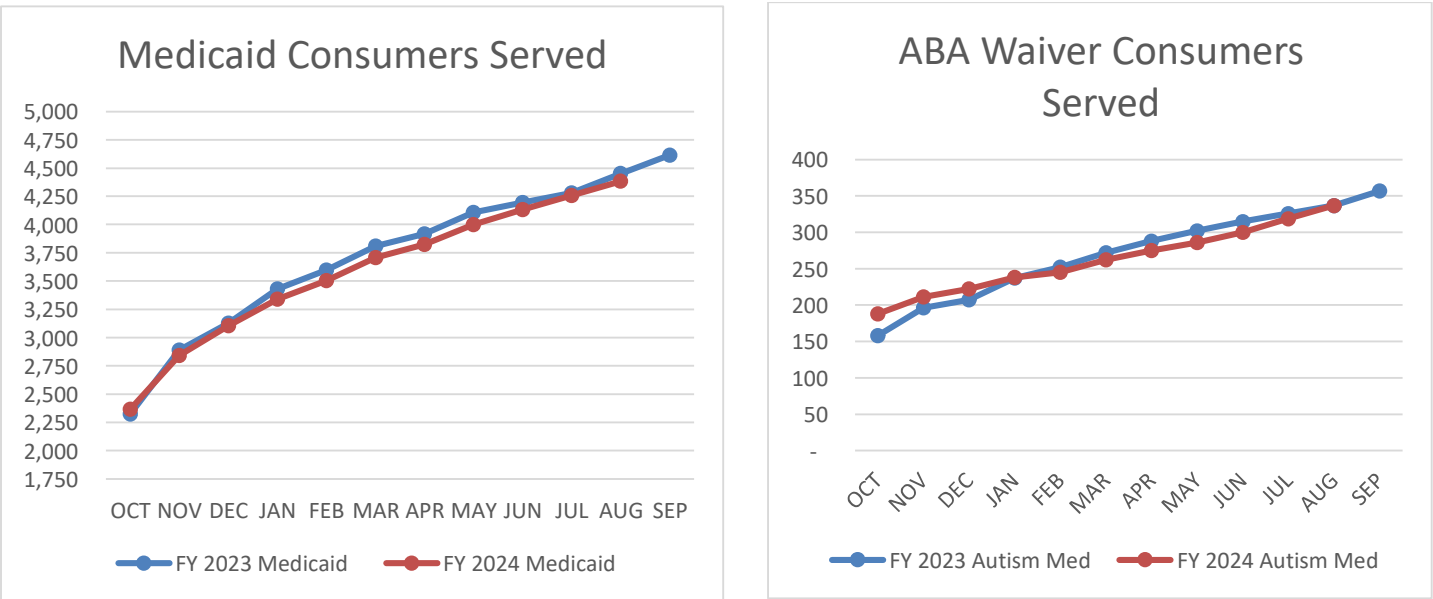
1. Washtenaw County Enrollees

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



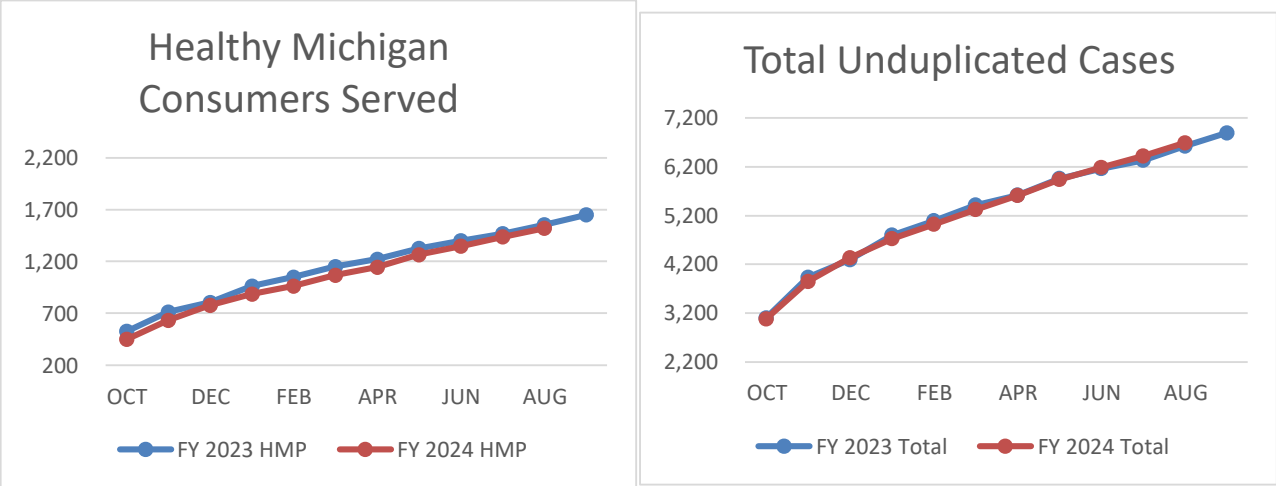
Washtenaw County Medicaid Enrollees were 34,326 in August 2024. This is a 17.55% decrease from the same time last year (7,308 less enrollees than in August 2023). Healthy Michigan enrollment in August 2024 was 18,236. This is a 31.20% decrease from the same time last year (8,271 less enrollees than in August 2023).

2. WCCMH Consumers Served to Date



Medicaid consumers served through August 2024 are 4,383. This is 68 less consumers than the prior year (4,451 consumers were served through August 2023).

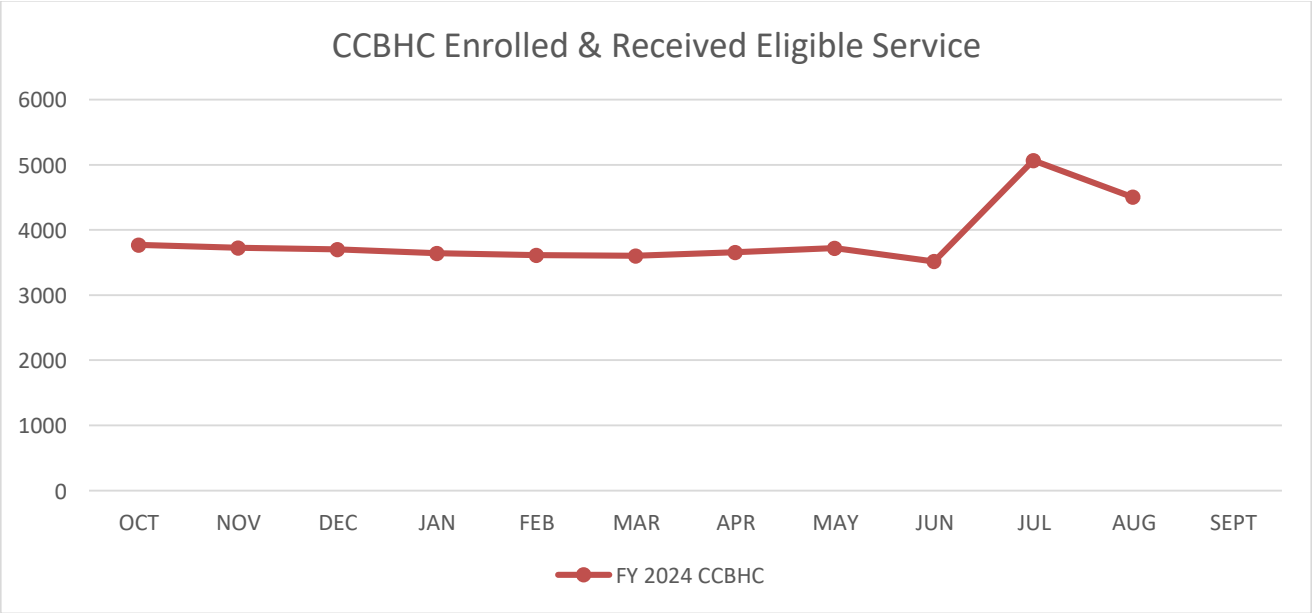
ABA Waiver consumers served through August 2024 are 337. This is the same number of consumers as last year at this time (337 consumers were served through August 2023).



Healthy Michigan consumers served through August 2024 were 1,521. This is 34 less consumers than the same period last year.

The total unduplicated consumers served by WCCMH through August 2024 were 6,690. This is 63 more consumers than served last year.

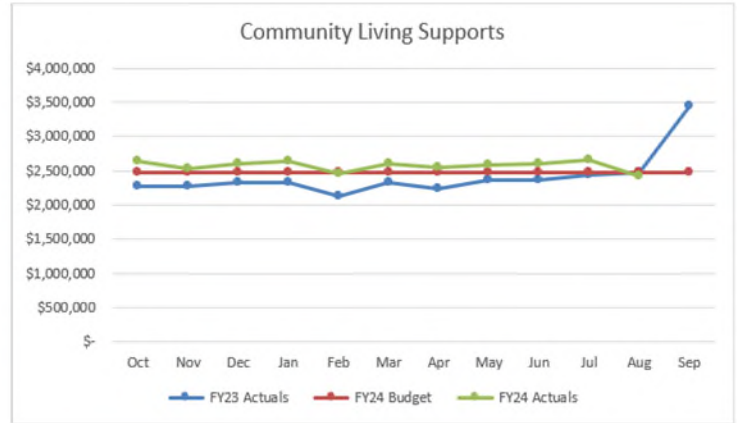
The YTD number of individuals CCBHC enrolled and received an eligible service for FY 2024 as of August was 4,505.



3. Financial Statement Highlights

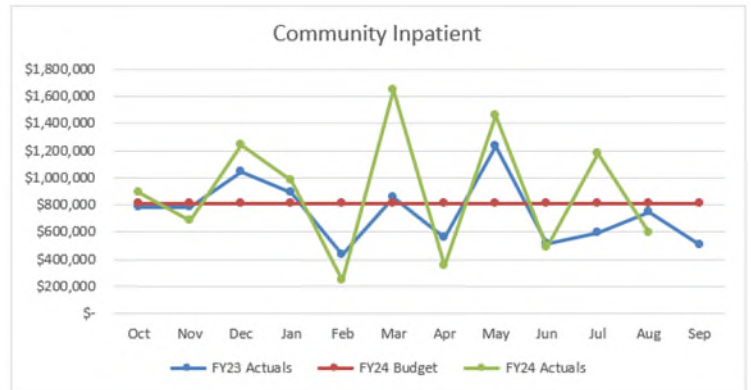
- a. CLS service costs to date are estimated to be about \$28 million and running just slightly over budget through the August of FY 2024.

	FY23 Actuals	FY24 Budget	FY24 Actuals	YTD % Change
Oct	\$ 2,277,066	2,483,333	\$ 2,637,767	15.84%
Nov	2,268,391	2,483,333	2,528,276	13.65%
Dec	2,325,087	2,483,333	2,596,104	12.98%
Jan	2,322,970	2,483,333	2,634,937	13.09%
Feb	2,127,806	2,483,333	2,452,584	13.50%
Mar	2,324,287	2,483,333	2,601,049	13.23%
Apr	2,237,842	2,483,333	2,544,132	13.29%
May	2,362,630	2,483,333	2,586,850	12.80%
Jun	2,372,765	2,483,333	2,607,943	12.47%
Jul	2,444,471	2,483,333	2,653,924	12.05%
Aug	2,474,989	2,483,333	2,425,501	10.69%
Sep	3,451,817	2,483,333		



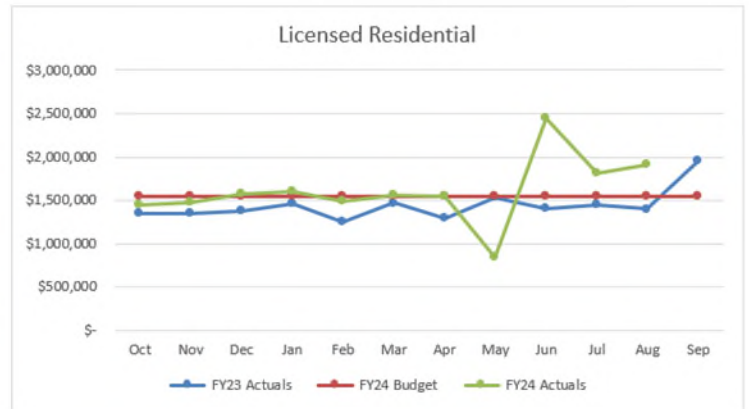
- b. Community Inpatient costs to date are \$9.7 Million. The costs year to date are 15.63% higher than this time last year and are about \$850k over budget.

	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	981,798	8.33%
Feb	428,822	808,333	244,417	2.74%
Mar	851,148	808,333	1,643,710	18.81%
Apr	558,658	808,333	349,426	12.93%
May	1,233,470	808,333	1,457,597	13.91%
Jun	511,519	808,333	486,568	12.56%
Jul	598,407	808,333	1,175,601	19.09%
Aug	743,351	808,333	593,765	15.63%
Sep	508,767	808,333		



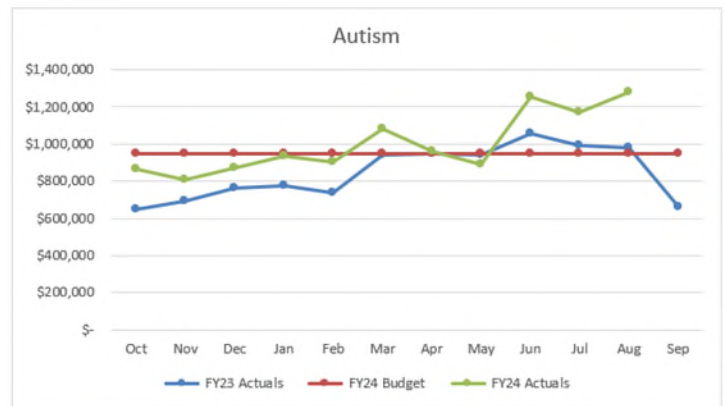
- c. Licensed Residential costs to date are \$17.65 Million and coming just slightly over budget. The costs year to date are about 15.43% more than this time last year.

	FY23 Actuals	FY24 Budget	FY24 Actuals	YTD % Change
Oct	\$ 1,348,498	\$ 1,550,847	\$ 1,441,874	6.92%
Nov	1,351,230	1,550,847	1,476,079	8.08%
Dec	1,371,021	1,550,847	1,577,380	10.43%
Jan	1,456,672	1,550,847	1,601,609	10.30%
Feb	1,244,640	1,550,847	1,484,367	11.95%
Mar	1,466,361	1,550,847	1,553,224	10.88%
Apr	1,292,818	1,550,847	1,539,948	11.99%
May	1,529,546	1,550,847	835,708	4.06%
Jun	1,396,384	1,550,847	2,444,834	12.02%
Jul	1,451,490	1,550,847	1,805,435	13.31%
Aug	1,396,094	1,550,847	1,905,507	15.43%
Sep	1,952,399	1,550,847		



- d. Applied Behavior Analysis/Autism service costs to date are \$11 Million. The costs year to date are 16.39% more than this time last year and are coming in slightly above budget.

	FY23 Actuals	FY24 Budget	FY24 Actuals	YTD % Change
Oct	\$ 648,805	\$ 950,000	\$ 867,232	33.67%
Nov	694,140	950,000	808,887	24.81%
Dec	765,065	950,000	874,135	20.98%
Jan	776,181	950,000	936,517	20.89%
Feb	737,877	950,000	900,686	21.13%
Mar	939,566	950,000	1,081,448	19.89%
Apr	948,251	950,000	963,660	16.75%
May	939,851	950,000	892,941	13.58%
Jun	1,056,440	950,000	1,256,451	14.33%
Jul	992,730	950,000	1,170,401	14.75%
Aug	977,197	950,000	1,276,962	16.39%
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 \$6,500,323 through August.
- c. By funding source, HMP is showing a deficit of \$921,560 through August.
- d. Overall, the PIHP surplus is \$5,550,393 through August.

5. State General Fund Key Points

- a. General Fund programs and funding redirected to other Risk-Based programs is showing a deficit of \$737,428. The deficit is primarily resulting from CCBHC Non-Medicaid costs as well as covering Medicaid deductibles (spenddowns) for individuals served.

6. Local Key Points

- a. The majority of Local Funding comes from Washtenaw County.
- b. Local Funds are showing a surplus of \$496,437 through August.
- 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, WCCMH has a fund balance of \$4,126,826.

Washtenaw County Community Mental Health
FINANCIAL PERFORMANCE BY FUND SOURCE
AUG 2024 FYTD

ATTACHMENT #2
OCTOBER 2024

	<u>Total</u>
Medicaid **	
<u>Revenue</u>	
B & 1115i	\$ 45,239,439
HSW	28,422,943
Behavioral Health Home	527,836
Child Waiver/SED Waiver	1,231,891
Autism	7,366,686
Prior Year Adjustments	-
Care for Caïd	98,929
Total Medicaid Revenue	<u>\$ 82,887,725</u>
 Total Medicaid Expense	 \$ 73,943,049
 Medicaid Surplus/(Deficit)	 <u><u>\$ 8,944,676</u></u>
 CCBHC PIHP Section **	
Supplemental Revenue	\$ 11,194,909
CCBHC Capitation	<u>\$ 7,791,667</u>
Total CCBHC Revenue	<u>\$ 18,986,576</u>
 CCBHC HMP Expense	 3,955,405
CCBHC Medicaid Expense	<u>17,475,524</u>
Total CCBHC Expense	<u>\$ 21,430,929</u>
 CCBHC Surplus/(Deficit)	 <u><u>\$ (2,444,353)</u></u>
 CCBHC Local Section	
GF/Local Redirect	\$ (1,244,082)
CCBHC Non-Medicaid Expense	<u>1,244,082</u>
CCBHC Surplus/(Deficit)	<u><u>\$ -</u></u>
 Healthy Michigan **	
Revenue	\$ 5,642,318
Expense	<u>6,563,878</u>
Healthy MI Surplus/(Deficit)	<u><u>\$ (921,560)</u></u>
 General Fund	
<u>Revenue</u>	
CMH Operations	\$ 3,775,001
CMH Operations Contra	-
GF Carryforward	-
Categorical	-
Redirect To Injectable Meds.	-
Redirect To CCBHC Non-Medicaid	(1,244,082)
Funding Fr. Other Local Sources	<u>507,897</u>

Washtenaw County Community Mental Health
FINANCIAL PERFORMANCE BY FUND SOURCE
AUG 2024 FYTD

ATTACHMENT #2
OCTOBER 2024

	Total
Total General Fund Revenue	\$ 3,038,816
Total General Fund Expense	\$ 3,776,244
General Fund Surplus/(Deficit)	\$ (737,428)

Injectable Meds

Revenue	\$ 108,103
Expense	136,473
Inj. Meds. Surplus/(Deficit)	\$ (28,370)

Grants And Contracts

Revenue	\$ 929,153
Expense	928,690
Grants & Cont. Surplus/(Deficit)	\$ 462

CMHSP To CMHSP

Revenue	\$ 950,603
Redirect to GF	(77,058)
Expense	873,545
CMHSP to CMHSP Surplus/(Deficit)	\$ -

Local

Revenue	\$ 1,563,782
Expense	1,067,345
Local Surplus/(Deficit)	\$ 496,437

Private Grant & All NOR

Revenue	\$ 97,851
Expense	81,326
Priv. Grant & NOR Surplus/(Deficit)	\$ 16,525

Grand Total

Revenue	\$ 114,127,868
Expense	108,801,479
Grand Total Surplus/(Deficit)	\$ 5,326,390

** Denotes PIHP Medicaid Subcontracting Agreement Funds

PIHP Medicaid Surplus/(Deficit)	\$ 5,550,393
WCCMH Surplus/(Deficit)	(224,004)
	\$ 5,326,390

Washtenaw County Community Mental Health
Budget to Actuals
For Eleven Months Ending August 31, 2024

Current Fiscal Year					
	FY 2024 Amended Budget	FY 2024 Amended 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	\$ 49,969,192	\$ 45,805,093	\$ 45,239,439	\$ (565,653)	-1.23%
HSW	31,275,389	28,669,107	28,422,943	(246,164)	-0.86%
Children & SED Waivers	1,335,478	1,224,188	1,231,891	7,703	0.63%
Healthy Michigan Capitation	6,155,256	5,642,318	5,642,318	-	0.00%
Autism Capitation	7,423,397	6,804,781	7,366,686	561,905	8.26%
CCBHC Medicaid/HMP	8,500,000	7,791,667	7,791,667	(0)	0.00%
CCBHC Supplementary	11,800,970	10,817,556	11,194,909	377,353	3.49%
Behavioral Health Home	508,521	466,144	527,836	61,692	0.00%
TOTAL PIHP Revenue	\$ 116,968,203	\$ 107,220,853	\$ 107,417,689	\$ 196,836	0.18%
MDHHS Revenue					
State General Funds	\$ 4,461,704	\$ 4,089,895	\$ 3,775,001	\$ (314,895)	-7.70%
Grants & Earned Contracts	1,987,787	1,822,138	1,696,335	(125,803)	-6.90%
All Other Revenue					
County Appropriation	\$ 1,751,761	\$ 1,605,781	\$ 740,321	\$ (865,460)	-53.90%
Project Revenue	893,227	818,791	440,492	(378,299)	-46.20%
All Other	1,917,652	1,757,848	5,841,137	4,083,289	232.29%
TOTAL Operating Revenue	\$ 127,980,334	\$ 117,315,306	\$ 119,910,974	\$ 2,595,668	2.21%
<u>Operating Expenses</u>					
Administrative Expenses					
General Administration	\$ 8,329,146	\$ 7,635,051	\$ 6,917,434	\$ (717,617)	-9.40%
Program Administration	4,373,800	4,009,317	6,493,023	2,483,706	61.95%
Residential Services					
Community Living Supports	\$ 30,800,000	\$ 28,233,333	\$ 28,398,730	\$ 165,397	0.59%
Licensed Residential	18,610,162	17,059,315	17,665,965	606,650	3.56%
Outpatient Services					
Autism Services	\$ 11,400,000	\$ 10,450,000	\$ 11,029,320	\$ 579,320	5.54%
Case Management	6,038,299	5,535,107	5,237,227	(297,880)	-5.38%
Supports Coordination	3,405,893	3,122,069	2,806,753	(315,316)	-10.10%
Skill Building	4,594,775	4,211,877	3,568,807	(643,070)	-15.27%
Supported Employment	1,812,327	1,661,300	1,653,978	(7,322)	-0.44%
Psychiatry	4,678,306	4,288,447	3,496,650	(791,797)	-18.46%
Nursing Services	2,892,534	2,651,490	2,396,211	(255,279)	-9.63%
Therapy Services	2,896,063	2,654,724	2,539,517	(115,207)	-4.34%
All Other	15,369,970	14,089,139	10,031,003	(4,058,136)	-28.80%
Other Expenses					
Community Inpatient	\$ 9,700,000	\$ 8,891,667	\$ 9,751,405	\$ 859,738	9.67%
Local Matches & Shelter	1,091,272	1,000,333	987,297	(13,036)	-1.30%
Grants & Earned Contracts	1,987,787	1,822,138	1,611,265	(210,873)	-11.57%
TOTAL Operating Expenses	\$ 127,980,334	\$ 117,315,306	\$ 114,584,585	\$ (2,730,721)	-2.33%
Revenue Over/(Under) Expenses	-	-	5,326,390	5,326,390	

Washtenaw County Community Mental Health
Budget to Actuals
For Eleven Months Ending August 31, 2024

Prior Year Comparison				
	FY 2024 YTD Actuals	FY 2023 Prior YTD Actuals	YTD Actuals Over/(Under) Prior YTD Actuals	% O(U)
Operating Revenue				
PIHP Revenue				
Medicaid Capitation:				
Medicaid (b) & 1115i	\$ 45,239,439	\$ 53,023,280	\$ (7,783,840)	-14.68%
HSW	28,422,943	25,528,921	2,894,022	11.34%
Children & SED Waivers	1,231,891	1,113,478	118,413	10.63%
Healthy Michigan Capitation	5,642,318	6,337,256	(694,938)	-10.97%
Autism Capitation	7,366,686	5,935,779	1,430,907	24.11%
CCBHC Medicaid/HMP	7,791,667	-	7,791,667	0.00%
CCBHC Supplementary	11,194,909	9,149,773	2,045,136	0.00%
Behavioral Health Home	527,836	345,579	182,257	0.00%
TOTAL PIHP Revenue	\$ 107,417,689	\$ 101,434,067	\$ 5,983,622	5.90%
MDHHS Revenue				
State General Funds	\$ 3,775,001	\$ 4,426,282	\$ (651,282)	-14.71%
Grants & Earned Contracts	1,696,335	1,523,911	172,424	11.31%
All Other Revenue				
County Appropriation	\$ 740,321	\$ 563,969	\$ 176,352	31.27%
Project Revenue	440,492	564,028	(123,536)	-21.90%
All Other	5,841,137	3,171,975	2,669,162	84.15%
TOTAL Operating Revenue	\$ 119,910,974	\$ 111,684,232	\$ 8,226,743	7.37%
Operating Expenses				
Administrative Expenses				
General Administration	\$ 6,917,434	\$ 6,944,706	\$ (27,272)	-0.39%
Program Administration	6,493,023	5,046,431	1,446,592	28.67%
Residential Services				
Community Living Supports	\$ 28,398,730	\$ 26,430,262	\$ 1,968,468	7.45%
Licensed Residential	17,665,965	15,304,754	2,361,211	15.43%
Outpatient Services				
Autism Services	\$ 11,029,320	\$ 9,476,243	\$ 1,553,077	16.39%
Case Management	5,237,227	4,477,872	759,355	16.96%
Supports Coordination	2,806,753	2,550,462	256,291	10.05%
Skill Building	3,568,807	3,584,959	(16,152)	-0.45%
Supported Employment	1,653,978	1,573,957	80,021	5.08%
Psychiatry	3,496,650	3,640,778	(144,128)	-3.96%
Nursing Services	2,396,211	2,104,082	292,129	13.88%
Therapy Services	2,539,517	2,183,218	356,299	16.32%
All Other	10,031,003	9,501,555	529,448	5.57%
Other Expenses				
Community Inpatient	\$ 9,751,405	\$ 8,433,340	\$ 1,318,065	15.63%
Local Matches & Shelter	987,297	1,109,507	(122,210)	-11.01%
Grants & Earned Contracts	1,611,265	1,456,100	155,165	10.66%
TOTAL Operating Expenses	\$ 114,584,585	\$ 103,818,226	\$ 10,766,359	10.37%
Revenue Over/(Under) Expenses	5,326,390	7,866,006	(2,539,616)	

WCCMH - Office of Recipient Rights

Quarters I and II- FY 23/24

Executive Summary

ORR Program Updates:

- Sarah Starkey and Marianna Strasz have joined the Washtenaw Recipient Rights Office to fill the positions vacated by Shaun Thompson and Sarah Smith. Please welcome them!
- We continue to provide supplemental virtual drop in Question and Answer sessions for newly hired CMH staff and have also extended this to provider staff.
- The 31st annual Recipient Rights Conference will be in September 2024.

Report Complaint Data:

Aggregate Summary

Fiscal Year	23/24	22/23	21/22	20/21
Complaints Received	59	85	69	61
Allegations Involved	86	115	91	80
Allegations Investigated	81	103	83	78
Allegations Resolved by Intervention	0	0	0	0
Allegations Substantiated	40	35	35	34
Percent Substantiated	49.3%	33.9%	42.2%	43.6%

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 23/24		FY 22/23		FY 21/22		FY 20/21	
	Received	Substantiated	Received	Substantiated	Received	Substantiated	Received	Substantiated
Abuse:								
Class I	0	0	0	0	0	0	0	0
Class II	12	4	12	1	10	3	9	3
Class III	3	0	9	3	4	1	9	3
Sexual Abuse	0	0	0	0	0	0	0	0
Neglect:								
Class I	1	0	0	0	0	0	0	0
Class II	0	0	2	1	0	0	1	0
Class III	20	11	29	15	26	17	23	15

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

FY 23/24	(Received) Substantiated	FY 22/23	(Received) Substantiated	FY 21/22	(Received) Substantiated	FY 20/21	(Received) Substantiated
Neglect Class III	(20) 11	Neglect Class III	(29) 15	Neglect Class III	(26) 17	Neglect Class III	(23) 15
Mental Health Services Suited to Condition	(15) 8	Mental Health Services Suited to Condition	(16) 6	Mental Health Services Suited to Condition	(12) 7	Dignity and Respect	(12) 3
Safe Sanitary or Humane Treatment Environment	(15) 6	Safe Sanitary or Humane Treatment Environment	(7) 4	Dignity and Respect	(20) 4	Abuse Class III	(9) 3

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

Service location type/Code	Number of substantiations
Outpatient Services	0
Residential Group Home – MI	0
Residential Group Home – DD	11
Residential Group Home – MI & DD	6
Day Program – DD	1
Supported Employment	0
Assertive Community Treatment (ACT)	0
Case Management	2
Partial Hospitalization	0
Supported Living	14
Workshop (prevocational)	3
Other	3

Office of Recipient Rights Demographic Data

Data Report Covering
October 1, 2023 through March 31, 2024

CMH/LPH Name

Washtenaw County CMH

Rights Office Director Name

Katie Snay

Summary of Complaint Data by Category

Code	Category	Received	Investigation	Intervention	Substantiated
7221	Abuse Class I	0	0		0
72221	Abuse Class II - Nonaccidental Act	2	2		0
72222	Abuse Class II - Unreasonable Force	7	7		4
72223	Abuse Class II - Emotional Harm	0	0		0
72224	Abuse Class II - Treating as Incompetent	0	0		0
72225	Abuse Class II - Exploitation	3	3		0
7223	Abuse Class III	3	3		0
7224	Abuse Class I - Sexual Abuse	0	0		0
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	0	0		0
72271	Neglect Class III	20	20		11
72272	Neglect Class III - Failure to Report	2	2		1
7550	Rights Protection System	3	3	0	3
7555	Retaliation/Harassment	0	0		0
7040	Civil Rights	0	0	0	0
7044	Religious Practice	0	0	0	0
7045	Voting	0	0	0	0
7081	Mental Health Services Suited to Condition	9	9	0	8
7082	Safe, Sanitary, and Humane Treatment Environment	15	15	0	6
7083	Least Restrictive Setting	0	0	0	0
7084	Dignity and Respect	12	12	0	5
7100	Physical and Mental Exams	0	0	0	0
7110	Family Rights	0	0	0	0
7120	Individual Written Plan of Service	0	0	0	0
7130	Choice of Physician/Mental Health Professional	0	0	0	0

Code	Category	Received	Investigation	Intervention	Substantiated
7140	Notice of Clinical Status/Progress	0	0	0	0
7150	Services of a Mental Health Professional	0	0	0	0
7160	Surgery	0	0	0	0
7170	Electroconvulsive Therapy	0	0	0	0
7180	Psychotropic Drugs	0	0	0	0
7190	Medication Side Effects	0	0	0	0
7240	Fingerprints, Photographs, Audio Recordings, and Use of One-Way Glass	0	0	0	0
7249	Video Surveillance	0	0	0	0
7261	Communications - Visits	0	0	0	0
7262	Communications - Telephone	0	0	0	0
7263	Communications - Mail	0	0	0	0
7281	Personal Property - Possession and Use	1	1	0	1
7286	Personal Property - Limitations	0	0	0	0
7300	Safeguarding Money (State Hospitals Only)	0	0	0	0
7360	Labor and Compensation	0	0	0	0
7440	Freedom of Movement	2	2	0	0
7400	Restraint	0	0	0	0
7420	Seclusion	0	0	0	0
7460	Complete Record	0	0	0	0
7480	Disclosure of Confidential Information	1	1	0	1
7481	Withholding Confidential Information/Access Denial to Records	0	0	0	0
7490	Correction of Record	0	0	0	0
7500	Privileged Communication	0	0	0	0
0000	No Right Involved	3			
0001	Outside ORR Jurisdiction	2			

Substantiated Rights Violations and Remedial Action Taken

Complaint Category	Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Neglect Class III	Contracted	Suspension	Written Reprimand			
Mental Health Services Suited to Condition	Contracted	Written Reprimand	Written Counseling			
Neglect Class III	Agency	Written Reprimand	Environmental Repair/Enhancement			1
Safe, Sanitary, and Humane Treatment Environment	Contracted	Suspension	Employee left the agency, but substantiated			5
Dignity and Respect	Contracted	Suspension	Employee left the agency, but substantiated			5
Neglect Class III	Contracted	Written Reprimand	Plan of Service Revision			3
Mental Health Services Suited to Condition	Contracted	Employee left the agency, but substantiated	Other			1
Safe, Sanitary, and Humane Treatment Environment	Contracted	Verbal Counseling	Other			6
Mental Health Services Suited to Condition	Agency	Verbal Counseling				1
Neglect Class III	Contracted	Employment Termination				
Abuse Class II - Unreasonable Force	Contracted	Employee left the agency, but substantiated				
Dignity and Respect	Contracted	Employee left the agency, but substantiated				
Neglect Class III	Contracted	Written Reprimand	Training			1
Safe, Sanitary, and Humane Treatment Environment	Contracted	Employee left the agency, but substantiated				
Neglect Class III	Contracted	Suspension	Training			
Mental Health Services Suited to Condition	Contracted	Suspension	Training			
Mental Health Services Suited to Condition	Agency	Verbal Counseling				
Neglect Class III	Contracted	Written Reprimand	Verbal Counseling			2
Abuse Class II - Unreasonable Force	Contracted	Employment Termination	Other			
Abuse Class II - Unreasonable Force	Contracted	Employment Termination	Other			
Disclosure of Confidential Information	Contracted	Training				1
Personal Property - Possession and Use	Contracted	Training	Written Reprimand			1

Complaint Category	Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Safe, Sanitary, and Humane Treatment Environment	Contracted	Training	Written Reprimand			1
Abuse Class II - Unreasonable Force	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Training			1
Mental Health Services Suited to Condition	Contracted	Employment Termination				
Mental Health Services Suited to Condition	Contracted	Employee left the agency, but substantiated	Training			1
Safe, Sanitary, and Humane Treatment Environment	Contracted	Employment Termination				1
Rights Protection System	Contracted	Training				1
Dignity and Respect	Contracted	Employee left the agency, but substantiated				1
Rights Protection System	Contracted	Written Reprimand	Training			1
Dignity and Respect	Contracted	Training	Suspension			1
Rights Protection System	Contracted	Written Reprimand	Training			1
Dignity and Respect	Contracted	Written Reprimand	Training			1
Neglect Class III	Contracted					1
Safe, Sanitary, and Humane Treatment Environment	Contracted	Written Reprimand	Other			
Neglect Class III - Failure to Report	Contracted	Employee left the agency, but substantiated				1
Neglect Class III	Contracted	Written Reprimand	Training			1
Neglect Class III	Contracted	Written Reprimand	Training			1
Mental Health Services Suited to Condition	Contracted	Written Reprimand	Training			1

Data Summary

Demographic Information

Reporting CMH/LPH	Washtenaw County CMH
Recipient Rights Office Director Name	Katie Snay
Reporting Period	October 1, 2023 through March 31, 2024

Complaint Data Summary

Complaints Received	86
Allegations	81
Investigations	81
Interventions	0
Complaints Substantiated	40
Percent of allegations substantiated	49%

Highlighted Complaint Categories	Received	Substantiated
Abuse I, II, III	15	4
Neglect I, II, III	23	12
Dignity and Respect	12	5
MH Services Suited to Condition	9	8
No Right Involved/Outside Jurisdiction	5	

Complaint Remediation

Remediation Type	Total	Waiver Type	Total
Verbal Counseling	4	SEDW	0
Written Counseling	1	CWP	0
Verbal Reprimand	0	HSW	42
Written Reprimand	17		
Suspension	6		
Demotion	0		
Staff Transfer	0		
Training	17		
Employment Termination	5		
Employee left the agency, but substantiated	9		
Contract Action	0		
Policy Revision/Development	0		
Environmental Repair/Enhancement	1		
Plan of Service Revision	1		
Recipient Transfer to Another Provider/Site	0		
Other	5		
Pending	0		
None	0		