



Mission: To promote hope, recovery, resilience, quality of life and wellness in Washtenaw County by providing high quality, integrated services to eligible individuals.

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

This meeting will be held by video conference due to the recent State of Michigan legislature allowing public boards and commissions to meet virtually.

<https://zoom.us/j/97545438513>

January 11, 2021

3:00-4:00pm

- I. Roll Call (5 minutes)
- II. Introductions (5 minutes)
- III. Audience Participation (see guidelines below) (5 minutes)
- IV. Budget-Finance and Program-Quality Combined Committee meeting minutes (5 minutes)
 - Budget-Finance and Program-Quality Combined Committee Meeting Minutes and Actions from 12/14/20 (Attachment #1) **ACTION**
- V. Discussion Items
- VI. Old Business (5 minutes)
 - CCBHC Updates
- VII. New Business (30 minutes)
 - Annual Recipient Rights Report (Attachment #2) – **L. Raehtz**
 - Juvenile Justice Diversion Updates – **L. Gentz**
- VIII. Items for Future Discussions (5 minutes)
 - Diversion Council Update
 - Staffing and Provider Discussion-Special Budget-Finance and Program-Quality Combined Committee Meeting in February
- IX. Adjournment of Public Meeting

The link to attend this meeting remotely is <https://zoom.us/j/97545438513>

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: 975 4543 8513

International numbers available: <https://zoom.us/j/97545438513>

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 BUDGET-FINANCE AND PROGRAM-QUALITY COMBINED
COMMITTEE MEETING MINUTES DRAFT**

Due to the recent State of Michigan legislature allowing public meetings and commissions to meet virtually, this meeting was held remotely

<https://zoom.us/j/98325707051>

December 14, 2020

1:00 pm

ROLL CALL:

NAME	BUDGET-FINANCE COMMITTEE MEMBER	PROGRAM-QUALITY COMMITTEE MEMBER	ATTENDING REMOTELY FROM:
S. ANTONOW		X	Ann Arbor, Washtenaw County, MI
A. DUSBIBER	X	X	Ann Arbor, Washtenaw County, MI
N. GRAEBNER	X	X	Chelsea, Washtenaw County, MI
B. HIGMAN		X	Ann Arbor, Washtenaw County, MI
B. KING	X		Ann Arbor, Washtenaw County, MI
D. STRONG	X		Scio Township, Washtenaw County, MI
K. WALKER		X	Pittsfield Township, Washtenaw County, MI

MEMBERS ABSENT: K. Scott, R. Jefferson

STAFF PRESENT: T. Cortes, N. Phelps, S. Ray, R. Dornbos, M. Harding, L. Hagle, L. Gentz, T. Florence, H. Linky, M. Taylor, S. Amos O'Neal, K. Diebboll

OTHERS PRESENT: L. Lutomski, S. Lefferts, G. Dill, K. Belknap, M. Creekmore, J. Martin, K. Homan, G. Nelson

N. Graebner called the meeting to order at 1:04 pm

- I. Introductions
 - None
- II. Audience Participation
 - None
- III. Board Response to Audience Participation
 - None
- IV. Budget-Finance Committee Meeting Minutes and Actions from 11/9/20
 - Budget-Finance Committee Minutes and Actions of 11/9/20 were reviewed.

MOTION BY D. STRONG, SUPPORTED BY A. DUSBIBER TO APPROVE THE MINUTES AND ACTIONS FROM THE NOVEMBER 9, 2020 BUDGET-FINANCE COMMITTEE MEETING.

ROLL CALL VOTE:

DUSBIBER	Y	GRAEBNER	Y
JEFFERSON	N/A	KING	Y
SCOTT	N/A	STRONG	Y

MOTION CARRIED

- V. Program-Quality Committee Meeting Minutes and Actions from 11/9/20
- Program-Quality Committee Minutes and Actions of 11/9/20 were reviewed.

MOTION BY K. WALKER, SUPPORTED BY A. DUSBIBER TO APPROVE THE MINUTES AND ACTIONS FROM THE NOVEMBER 9, 2020 PROGRAM-QUALITY COMMITTEE MEETING.

ROLL CALL VOTE:

ANTONOW	Y	DUSBIBER	Y
GRAEBNER	Y	HIGMAN	Y
SCOTT	N/A	WALKER	Y

MOTION CARRIED

VI. Finance Status Reports

- N. Phelps reviewed the financial status report for the month ending October 31, 2020.
- Medicaid enrollees were 35,512 in October 2020. This is 1,299 more than this time last year.
- Healthy Michigan enrollees were 19,990 in October 2020. This is 3,284 more than this time last year.
- Medicaid consumers served through October 2020 are 2,303. This is 14 more consumers served than the same period last year.
- ABA waiver consumers served through October 2020 are 119. This is 8 less consumers served than the same period last year.
- General Fund consumers served through October 2020 were 330. This is 33 less consumers than the same period last year.
- Healthy Michigan consumers served through October 2020 are 330. This is 33 less consumers served than the same period last year.
- CLS service costs to date are \$1.8 Million. This is \$441,000 under budget. The temporary \$2 per hour direct care worker increase is reflected in the FY21 Actuals for the month of October. The temporary increase has been extended until December 2020.
- Community Inpatient costs to date are \$411,000. This is \$36,000 under budget.
- Licensed Residential costs to date are \$1.0 Million. This is \$69,000 over budget. The temporary \$2 per hour direct care worker increase is reflected in the FY21 Actuals for the month of October. The temporary increase has been extended until December 2020.
- Applied Behavior Analysis/Autism services costs to date are \$408,000. This is \$16,000 over budget.
- Internal staffing expenses continue to trend on budget.
- A significant amount of General Fund is used to supplement Medicaid deductibles for our consumers on a spend-down. The amount spent through October 2020 is \$13,000.
- Financial performance by funding source:
 - o Medicaid is showing a surplus of \$1.2 Million through October 2020.
 - o Healthy Michigan is showing a surplus of \$76,000 through October 2020.
 - o Combined, the PIHP surplus is \$1.2 Million through October 2020.

- o State General Funds is showing a surplus of \$62,000.
 - o Local Funds is showing a surplus of \$7,000 through October 2020.
- WCCMH has no fund balance available for fiscal year 2021.
- A budget amendment will be presented at the January meeting to account for the temporary direct care worker increase and the pass-through funding being received.
- An accrual has been incorporated in the Medicaid revenue line for just over \$500,000 to account for the \$2 direct care worker pass-through. A payment has been received for November and should be getting one in the next few weeks.
- K. Walker asked about the autism services and if there have been any ABA providers that are able to continue to provide the same level of services as they were before. Are they conducting telehealth or in-person? N. Phelps will bring this detail to the December Board meeting.

MOTION BY B. KING, SUPPORTED BY D. STRONG TO APPROVE THE FINANCIAL STATUS REPORT THROUGH OCTOBER 31, 2020 AS PRESENTED.

ROLL CALL VOTE:

DUSBIBER	Y	GRAEBNER	Y
JEFFERSON	N/A	KING	Y
SCOTT	N/A	STRONG	Y

MOTION CARRIED

- VII. Contracts and Leases
 - There were no contracts and leases for this month.
- VIII. Executive Director Authorizations
 - There were no Executive Director Authorizations for this month.
- IX. Regional Finance Update
 - N. Phelps and T. Cortes presented the Regional Finance Update to the committee.
 - The Direct Care worker pass-through will be incorporated in the budget amendment at the January 2021 meeting.
- X. Old Business
 - None
- XI. New Business
 - WCCMH Staffing and Provider Discussion and Presentation
 - o T. Cortes, T. Florence, H. Linky and N. Phelps presented the WCCMH Staffing and Provider Presentation to the committee.
 - o T. Cortes stated that the intention of this presentation is to get the Board updated on what areas of concern are with staffing and the Provider Network.
 - o To inform the Board about the potential risks associated with the hiring freeze and staffing levels and the fragility of the Provider Network.
 - o Identify the budgetary concerns and unknowns as it relates to the ability to respond to the potential risks.
 - o Risk points for WCCMH as it pertains to staffing and the provider network
 - CMH staffing levels
 - a. Hiring freeze June 2019-current (Currently there are 28 positions held and not posted/filled)

- i. Increased case loads
 - ii. Navigating COVID
 - iii. Inability to recruit and retain
 - Provider network is very fragile
 - a. Direct care worker shortage
 - i. Insufficient wages and reimbursement rates
 - ii. Providers paying excessive overtime not covered in reimbursement rates
 - iii. COVID related struggles, exposure, and quarantines.
 - Increasing administrative requirements for WCCMH and providers
- o Pressures on the Provider Network
 - Direct care worker crisis
 - a. Wages/staying competitive
 - b. Turnover
 - c. Overtime costs
 - d. COVID issues/exposures/quarantines
 - Increased administrative burdens
 - a. Increase in regulatory compliance requirements
 - b. Loss of middle management due to budgetary constraints
 - c. Burden of remote working and providing asks/documentation
- The CMH budget is looking better this year than it has in a very long time. There are still potential issues that could skew the budget. At some point the Medicaid eligibles will begin to trend back down which in turn will have the revenue trending down.
- CCBHC demonstration site revenues have continued discussions. Earliest implementation date is April 2021 and latest would be October 2021. There is not much information and discussion coming forward from the State on the CCBHC due to the concern over the COVID second wave.
- Regional strategy on Internal Service Fund vs paying down prior year cost settlements
- Impact of the \$2 direct care worker increase if it does not extend past December 31, 2020. May not receive notification on this extension until end of December to the first part of January.
- T. Florence stated that the clinical teams are feeling stressed across the board. High intensity teams are feeling a lot of stress. It is hard to be proactive when there are more reactive needs because of the fewer staff and the Public Health protocols. We are still really trying to meet people on their own terms and can meet face to face if requested. ACT is going to homes to provide service. Youth and Family is providing intensive service as well as the I/DD side as needed. Each time there is a move made to shift staff there seem to be additional obstacles that come up that need to be addressed.
- B. King expressed concern that if the direct care worker \$2 increase extension does not pass then what is the backup plan for CMH. T. Cortes stated that the PIHP Regional Board did approve a 1-time \$2 hour wage increase. The Region has discussed surveying the Provider Network for any possible solutions. F. Brabec will be starting in her recently elected position in the legislative level in January and she was given the opportunity to introduce 10 bills and 1 of these bills is for the \$2 direct care worker increase. B. King asked for a plan to potentially have a larger ISF specifically for continuing the direct care worker wages if this is not continued by the state.

- B. King expressed his gratitude for all of the work the staff are doing, and he is under the impression that we are losing a fair amount of staff due to wages. Suggestion to work with the County to discuss wage increases.
- D. Strong stated that the Leadership Team might need to think about traditional CMH as an integrated package with Millage/CCBHC and CMH. T. Cortes stated that the PI Indicators will most likely not be as compliant as in previous years due to the COVID pandemic. One of the indicators is the 95% of the individuals get an assessment within 14 days and this has been a struggle. D. Strong suggested turnover rates/time to fill data to see if there is an increase in this. D. Strong asked about an update on the study of CMH that was conducted by the County in 2019 and if this has been completed. T. Cortes stated that this study has been completed and this information can be shared at the next meeting.
- K. Walker asked about clinical based programs that have fidelity standards associated with them and if there has been work on this issue. T. Cortes stated that there is an option to hire temporary staff to cover FMLA however this has been a struggle to find candidates for this. T. Florence stated that some staff have been moved over but a lot of this has been moved to the clinical leadership with some moved to other programs to help. T. Cortes stated that this was the 2nd round of massive administrative reductions from 2015 and there has not been any new staff added to this team.
- J. Martin requested that staff prioritize action steps for the board to act on such as the direct care worker pass-through, hiring staff (how to fund this), reserves and the flexibility in this year's budget.
- D. Strong supported asking the staff to bring forward a schedule of what is needed. T. Cortes stated that this is something that can be brought forward at the next meeting.
- N. Phelps suggested bringing this to a combined meeting for discussion.
- B. King asked if Kona Medical Consulting can go back to a determined amount of time. N. Phelps stated that this is dependent on the payer schedule. Kona will start working on the items that we have already submitted and will follow up with them.
- T. Cortes wanted to acknowledge how fragile the provider network is and how they have managed during all of this is extraordinary. Staff continue to meet with the provider advisory group and there are some improvements in training reciprocity.
- Suggestion to see a different slicing of 28 position vacancies and what financial impact this would have on the organization.
- Decision to have a special combined meeting in February. R. Dornbos will send out calendar invitations to everyone.

XII. Items for Future Discussions

- Diversion Council Update
- Staffing and Provider Discussion-special combined meeting in February

MOTION BY K. WALKER, SUPPORTED BY D. STRONG TO ADJOURN THE BUDGET-FINANCE AND PROGRAM-QUALITY COMMITTEE COMBINED MEETING.

XIII. Meeting adjourned at 2:24 pm.

WCCMH - Office of Recipient Rights

Quarter IV- FY 19/20

Executive Summary

ORR Program Overview:

- The Rights Office attended the Annual Recipient Rights Conference (virtually) in September 2020.
- The affiliate Rights team created a new, interactive training to replaced face to face training during the pandemic.

Report Complaint Data:

- The number of complaints received by the Rights Office in 2019/2020 was lower than the number of complaints received in fiscal year 2018/2019.

Aggregate Summary

Fiscal Year	19/20	18/19	17/18	16/17
Complaints Received	142	233	246	204
Allegations Involved	206	337	375	300
Allegations Investigated	190	324	371	287
Allegations Resolved by Intervention	0	0	0	0
Allegations Substantiated	65	116	122	114

Percentage of allegations substantiated	34.21%	33.64%	32.88%	39.72%
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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 19/20		FY 18/19		FY 17/18		FY 16/17	
	Received	Substantiated	Received	Substantiated	Received	Substantiated	Received	Substantiated
Abuse:								
Class I	0	0	0	0	0	0	0	0
Class II	23	3	28	7	38	8	34	2
Class III	18	1	23	8	26	5	21	5
Sexual Abuse	2	0	1	0	3	0	3	0
Neglect:								
Class I	1	1	1	0	1	0	0	0
Class II	3	1	2	1	5	0	3	2
Class III	60	33	75	36	66	31	63	38

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

FY 19/20	(Received) Substantiated	FY 18/19	(Received) Substantiated	FY 17/18	(Received) Substantiated	FY 16/17	(Received) Substantiated
Neglect Class III	(60) 33	Neglect Class III	(75) 36	Neglect Class III	(66) 31	Neglect Class III	(63) 38
Neglect Class III: Failure to Report	(8) 8	Mental Health Services Suited to Condition	(70) 26	Mental Health Services Suited to Condition	(58) 24	Mental Health Services Suited to Condition	(41) 20

Mental Health Services Suited to Condition	(19) 6	Dignity and Respect	(68) 15	Dignity and Respect	(93) 19	Dignity and Respect	(66) 16
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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)	11
Mixed Residence (02,03)	0
Inpatient (5)	0
Day Program MI (6)	0
Day Program DD (7)	0
Workshop (Prevocational)	3
Supported Employment (08)	0
Assertive Community Treatment (09)	2
Case Management (10)	5
Psychosocial Rehabilitation	0
Partial Hospitalization (12)	0
Supported Living (13)	38
Other (14)	3
Residential MI/DD (15)	2

Annual Appeals Data for: Washtenaw County Community
Mental Health

APPEALS INFORMATION (if agency has local appeals committee)

Number of Appeal Requests Received	2
Number of Appeals Accepted	1
Number Number of Appeals Upheld	1
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	1

Complaint Data for: Washtenaw County Community Mental Health

Rights Office Director: Shane Ray

Reporting Period: 2019-10-01 to 9/30/2020

CMH

4425

of Consumers Served (unduplicated count) CMH

3 Rights Office FTEs

LPH

Number of Admissions LPH

Hours/40

Section I: Complaint Data Summary

Part A: Agency Totals

Allegations	206
Interventions	0
Investigations	190
Interventions Substantiated	0
Investigations Substantiated	65

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COMPLAINT SOURCE

Recipient	29
Staff	48
ORR	36
Guardian/Family	19
Anonymous	8
Community/General Public	2
Total Complaints Received	142

Number of Complainants (unduplicated count):

103

TIMEFRAMES OF COMPLETED INVESTIGATIONS

Category	Total	≤30	≤60	≤90	>90
Abuse I, II, III & Neglect I, II, III	118	51	19	40	3
All others	72	25	14	27	4

Part B: Detailed Summary

1. Freedom from Abuse

Code	Category	Received	Investigations	Investigations Substantiated	Recipient Population		
					MI	DD	SED
7221	Abuse class I	0	0	0	0	0	0
72221	Abuse class II - nonaccidental act	6	6	0	2	4	0
72222	Abuse class II - unreasonable force	11	11	2	3	9	0
72223	Abuse class II - emotional harm	0	0	0	0	0	0
72224	Abuse class II - treating as incompetent	0	0	0	0	0	0
72225	Abuse class II - exploitation	6	6	1	0	7	0
7223	Abuse - class III	18	18	1	10	12	0
7224	Abuse class I - sexual abuse	2	2	0	1	2	0

2. Freedom from Neglect

Code	Category	Received	Investigations	Investigations Substantiated	Recipient Population		
					MI	DD	SED
72251	Neglect class I	1	1	1	0	1	0
72252	Neglect class I - failure to report	0	0	0	0	0	0
72261	Neglect class II	3	3	1	1	4	0
72262	Neglect class II - failure to report	3	3	3	0	5	0
72271	Neglect class III	60	60	33	16	83	1
72272	Neglect class III - failure to report	8	8	8	0	14	0

3. Rights Protection System

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7060	Notice/explanation of rights	0	0	0	0	0	0	0	0
7520	Failure to report	0	0	0	0	0	0	0	0
7545	Retaliation/harassment	0	0	0	0	0	0	0	0
7760	Access to rights system	0	0	0	0	0	0	0	0
7780	Complaint investigation process	0	0	0	0	0	0	0	0
7840	Appeal process/mediation	0	0	0	0	0	0	0	0

4. Admission/Discharge/Second Opinion

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
4090	Second opinion - denial of hospitalization	0	0	0	0	0	0	0	0
4190	Termination of voluntary hospitalization (adult)	0	0	0	0	0	0	0	0
4510	admission process	0	0	0	0	0	0	0	0
4630	Independent clinical examination	0	0	0	0	0	0	0	0
4980	Objection to hospitalization (minor)	0	0	0	0	0	0	0	0
7050	Second opinion - denial of services	0	0	0	0	0	0	0	0

5. Civil Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7041	Civil rights: discrimination, accessibility, accommodation, etc	0	0	0	0	0	0	0	0
7044	Religious practice	0	0	0	0	0	0	0	0
7045	Voting	0	0	0	0	0	0	0	0
7047	Presumption of competency	0	0	0	0	0	0	0	0
7284	Search/seizure	0	0	0	0	0	0	0	0

6. Family Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7111	Family dignity & respect	5	0	0	5	0	0	3	2
7112	Receipt of general education information	0	0	0	0	0	0	0	0
7113	Opportunity to provide information	0	0	0	0	0	0	0	0

7. Communication & Visits

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7261	Visits	0	0	0	0	0	0	0	0
7262	Contact with attorneys or others regarding legal matters	0	0	0	0	0	0	0	0
7263	Access to telephone, mail	0	0	0	0	0	0	0	0
7264	Funds for postage, stationery, telephone usage	0	0	0	0	0	0	0	0
7265	Written and posted limitations, if established	0	0	0	0	0	0	0	0
7266	Uncensored mail	0	0	0	0	0	0	0	0

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7481	Disclosure of confidential information	8	0	0	8	4	6	2	0
7485	Withholding of information (includes recipient access to records)	0	0	0	0	0	0	0	0
7486	Correction of record	0	0	0	0	0	0	0	0
7487	Access by p & a to records	0	0	0	0	0	0	0	0
7501	Privileged communication	0	0	0	0	0	0	0	0

9. Treatment Environment

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7081	Safe environment	4	0	0	4	1	2	4	0
7082	Sanitary/humane environment	3	0	0	3	1	0	4	0
7086	Least restrictive setting	1	0	0	1	0	1	0	0

10. Freedom of Movement

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7441	Restrictions/limitations	1	0	0	1	0	0	1	0
7400	Restraint	0	0	0	0	0	0	0	0
7420	Seclusion	0	0	0	0	0	0	0	0

11. Financial Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7301	Safeguarding money	0	0	0	0	0	0	0	0
7302	Facility account	0	0	0	0	0	0	0	0
7303	Easy access to money in account	0	0	0	0	0	0	0	0
7304	Ability to spend or use as desired	0	0	0	0	0	0	0	0
7305	Delivery of money upon release	0	0	0	0	0	0	0	0
7360	Labor & Compensation	0	0	0	0	0	0	0	0

12. Personal Property

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7267	Access to entertainment materials, information, news	0	0	0	0	0	0	0	0
7281	Possession and use	2	0	0	2	0	0	2	0
7282	Storage space	0	0	0	0	0	0	0	0
7283	Inspection at reasonable times	0	0	0	0	0	0	0	0
7285	Exclusions	0	0	0	0	0	0	0	0
7286	Limitations	0	0	0	0	0	0	0	0
7287	Receipts to recipient and to designated individual	0	0	0	0	0	0	0	0
7288	Waiver	0	0	0	0	0	0	0	0
7289	Protection	0	0	0	0	0	0	0	0

13. Suitable Services

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
1708	Dignity and Respect	25	0	0	25	2	19	14	0
7003	Informed consent	1	0	0	1	1	1	0	0
7029	Information on family planning	0	0	0	0	0	0	0	0
7049	Treatment by spiritual means	0	0	0	0	0	0	0	0
7080	Mental health services suited to condition	19	0	0	19	6	13	21	1
7100	Physical and mental exams	0	0	0	0	0	0	0	0
7130	Choice of physician/mental health professional	1	0	0	1	0	1	0	0
7140	Notice of clinical status/progress	0	0	0	0	0	0	0	0
7150	Services of mental health professional	0	0	0	0	0	0	0	0
7160	Surgery	0	0	0	0	0	0	0	0
7170	Electro convulsive therapy (ect)	0	0	0	0	0	0	0	0
7180	Psychotropic drugs	0	0	0	0	0	0	0	0
7190	Notice of medication side effects	0	0	0	0	0	0	0	0

14. Treatment Planning

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7121	Person-centered process	1	0	0	1	0	0	1	0
7122	Timely development	0	0	0	0	0	0	0	0
7123	Requests for review	0	0	0	0	0	0	0	0
7124	Participation by individual(s) of choice	1	0	0	1	0	1	0	0
7125	Assessment of needs	0	0	0	0	0	0	0	0

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7241	Prior consent	0	0	0	0	0	0	0	0
7242	Identification	0	0	0	0	0	0	0	0
7243	Objection								
7244	Release to others/return	0	0	0	0	0	0	0	0
7245	Storage/destruction	0	0	0	0	0	0	0	0
TOTALS		190	0	0	190	65	77	193	4

17. No Right Involved

Code	Category	Received
0000	No right involved	4

18. Outside Provider Jurisdiction

Code	Category	Received
0001	Outside provider jurisdiction	12

Section II: intervention & investigation substantiation data for: Washtenaw County Community Mental Health										
Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	MI	DD	SED	SED- W	DD- CWP	HSW
Abuse class II - unreasonable force	Residential MI	Employment Termination	Other		1	0	0	0	0	0
Mh services suited to condition	Residential MI/DD	Employment Termination			1	1	0	0	0	0
Neglect class III	Residential MI/DD	Employment Termination			1	1	0	0	0	0
Neglect class III	SIP	Employment Termination			0	1	0	0	0	0
Neglect class III	SIP	Employee left the agency, but substantiated			0	1	0	0	0	1
Neglect class III	SIP	Employee left the agency, but substantiated			0	1	0	0	0	1
Neglect class III - failure to report	SIP	Written Reprimand			0	1	0	0	0	0
Disclosure of confidential information	SIP	Written Reprimand	Training		0	1	0	0	0	0
Neglect class II - failure to report	SIP	Written Reprimand	Training		0	2	0	0	0	0
Safe environment	SIP	Employee left the agency, but substantiated			0	3	0	0	0	2
Neglect class III	SIP	Employee left the agency, but substantiated			0	3	0	0	0	2
Neglect class III	SIP	Training	Written Reprimand		0	1	0	0	0	1
Neglect class III - failure to report	SIP	Employee left the agency, but substantiated			0	5	0	0	0	1
Disclosure of confidential information	Other	Verbal Counseling			0	5	0	0	0	1
Mh services suited to condition	Workshop (prevocational)	Suspension	Verbal Counseling		0	1	0	0	0	0
Neglect class III	SIP	Suspension	Training		0	13	0	0	0	6
Neglect class III	Workshop (prevocational)	Demotion	Verbal Counseling	Training	0	1	0	0	0	1
Neglect class III	SIP	Employee left the agency, but substantiated			0	1	0	0	0	1
Neglect class III	SIP	Employee left the agency, but substantiated			0	2	0	0	0	2
Neglect class III	SIP	Suspension	Training		0	2	0	0	0	2
Neglect class III	SIP	Employee left the agency, but substantiated			0	2	0	0	0	1
Neglect class III - failure to report	SIP	Employee left the agency, but substantiated			0	2	0	0	0	2
Neglect class III	SIP	Employee left the agency, but substantiated	Training		0	2	0	0	0	2
Neglect class III - failure to report	SIP	Written Reprimand			0	2	0	0	0	2
Neglect class III	SIP	Employment Termination			0	2	0	0	0	2
Neglect class III	SIP	Written Counseling	Training		0	3	0	0	0	1
Neglect class III	SIP	Written Reprimand	Training		0	3	0	0	0	1
Neglect class III	SIP	Employment Termination			0	2	0	0	0	2
Neglect class III	SIP	Written Reprimand	Training		0	2	0	0	0	2
Neglect class III	SIP	Training	Written Reprimand		0	2	0	0	0	2
Neglect class III	SIP	Written Reprimand	Other		1	0	0	0	0	0
Neglect class III	SIP	Written Reprimand	Other		1	0	0	0	0	0
Neglect class III	SIP	Training	Other		1	0	0	0	0	0
Neglect class III	SIP	Written Reprimand	Staff Transfer		1	0	0	0	0	0
Abuse class II - exploitation	SIP	Employment Termination	Training	Other	0	1	0	0	0	0
Neglect class III	SIP	Written Reprimand	Training	Other	0	1	0	0	0	0
Neglect class III	SIP	Employee left the agency, but substantiated			1	0	0	0	0	0
Neglect class III - failure to report	SIP	Written Reprimand			0	1	0	0	0	1
Mh services suited to condition	SIP	Verbal Reprimand	Training		0	1	0	0	0	1
Neglect class III	SIP	Written Reprimand	Training		2	0	0	0	0	0
Sanitary/humane environment	SIP	Verbal Counseling	Training		0	3	0	0	0	2
Neglect class III	Residential DD	Written Reprimand	Training		0	1	0	0	0	1
Neglect class II	Residential DD	Employee left the agency, but substantiated	Training	Policy Revision/Development	0	1	0	0	0	1
Neglect class III	Residential DD	Employee left the agency, but substantiated			0	3	0	0	0	3
Mh services suited to condition	SIP	Other			0	3	0	0	0	3
Dignity and respect	Residential DD	Written Reprimand	Training		3	0	0	0	0	0
Neglect class III - failure to report	Residential DD	Written Reprimand	Training		0	1	0	0	0	0
Neglect class III	Residential DD	Written Reprimand	Training		0	1	0	0	0	0
Neglect class III - failure to report	Residential DD	Written Reprimand	Verbal Counseling		0	1	0	0	0	1
Mh services suited to condition	Residential DD	Training			0	1	0	0	0	1
Neglect class III	Residential DD	Employment Termination			0	2	0	0	0	2
Abuse class II - unreasonable force	Residential DD	Employment Termination	Other		0	1	0	0	0	1
Dignity and respect	Residential DD	Training			0	1	0	0	0	0
Abuse class III	Workshop (prevocational)	Employee left the agency, but substantiated			1	0	0	0	0	0
Disclosure of confidential information	Other	Training			1	0	0	0	0	0
Mh services suited to condition	ACT	Training			2	0	0	0	0	0
Neglect class III	Case Management	Training	Written Reprimand	Plan of Service Revision	1	0	0	0	0	0
Neglect class II - failure to report	Case Management	Written Reprimand	Written Counseling		1	0	0	0	0	0
Informed consent	Other	Training			0	1	0	0	0	1
Neglect class III - failure to report	Case Management	Written Reprimand	Training		1	0	0	0	0	0
Neglect class II - failure to report	Case Management	Written Reprimand			0	1	0	0	0	1
Disclosure of confidential information	Case Management	Training			0	2	0	0	0	0
Neglect class III	ACT	Written Reprimand	Training		2	0	0	0	0	0
Neglect class I	SIP	Employee left the agency, but substantiated	Environmental Repair/Enhancement	Other	0	1	0	0	0	0
					0	1	0	0	0	1

	REMEDATION TOTALS
Verbal Counseling	5
Written Counseling	2
Verbal Reprimand	1
Written Reprimand	24
Suspension	3
Demotion	1
Staff Transfer	1
Training	31
Employment Termination	9
Employee left the agency, but substantiated	15
Contract Action	0
Policy Revision/Development	1
Environmental Repair/Enhancement	1
Plan of Service Revision	1
Recipient Transfer to Another Provider/Site	0
Other	9
Pending	0
None	0
POPULATION TOTALS	
MI	22
DD	97
SED	0
SED-W	0
DD-CWP	0
HSW	58
PROVIDER TOTALS	
Out Patient	0
Residential MI	1
Residential DD	11
Residential MI & DD	0
Inpatient	0
Day Program MI	0
Day Program DD	0
Workshop (prevocation)	3
Supported Employment	0
ACT	2
Case Management	5
Psychosocial Rehabilitation	0
Partial Hospitalization	0
SIP	37
Crisis Center	0
Children's Foster Care	0
Clubhouse/Drop-in Center	0
Respite Homes	0
Other	3

Washtenaw County Community Mental Health
SECTION II: ANNUAL TRAINING ACTIVITY
Part A: Training Received by Office Staff (Please only list trainings related to rights protection)

LIST THE NAMES OF ALL STAFF HERE	Staff Name (drop down: you have to scroll up to see the names)	MDHHS-ORR Course Number	Topic of Training Received	CEU Type (drop down)	# Hours
Leah Raehitz	Leah Raehitz	RC20-0G51	Deceptive Analysis	I - Operations	1.50
Evan George	Leah Raehitz	RC20-01	Detecting the Truth in Face to Face Teleconferences	I - Operations	1.50
Shaun Thompson	Leah Raehitz	RC20-04	How to Make Your Rights Committee Click	I - Operations	1.50
	Leah Raehitz	RC20-05	Ethics: Decision Making and Mental Health	I - Operations	1.50
	Leah Raehitz	RC20-08	Psychotropic Medications: What Rights Officers Need to Know	I - Operations	1.50
	Leah Raehitz	RC20-10	The LPH Rights Office: Operating in a Complex Environment	I - Operations	1.50
	Leah Raehitz	RC20-12	Leadership: Not One Size Fits All	III - Leadership	1.50
	Leah Raehitz	RC20-20	Fair Hearings and the New Mediation Policy	IV -Augmented Training	1.50
	Leah Raehitz	RC20-17	The Complete Appeals Committee Process	I - Operations	1.50
	Leah Raehitz	RC20-19	Supported Decision Making	IV -Augmented Training	1.50
	Leah Raehitz	RC20-20A	Updates from the Behavioral Health and Development Disabilities Administration	I - Operations	1.50
	Leah Raehitz	RC20-21	Running a Successful Meeting: Robert's Rules	II - Legal Foundations	1.50
	Leah Raehitz	RC20-GS2	History of the Mental Health Code	IV -Augmented Training	1.50
	Evan George	RC20-0G51	Deceptive Analysis	I - Operations	1.50
	Evan George	RC20-02	Social Work, Law Enforcement, Healthcare, Recipient Rights and Security-We Must Be in This Together	IV -Augmented Training	1.50
	Evan George	RC20-03	Guardianships and Recipient Rights	I - Operations	1.50
	Evan George	RC20-06	Implicit Bias Training	I - Operations	2.00
	Evan George	RC20-07	Children's Forensic Interviewing	I - Operations	1.50
	Evan George	RC20-10	The LPH Rights Office: Operating in a Complex Environment	I - Operations	1.50
	Evan George	RC20-11	Interviewing Skills	I - Operations	1.50
	Evan George	RC20-13	Caring for Yourself While Caring for Others	IV -Augmented Training	1.50
	Evan George	RC20-14	Legislative Update: What's Going on in Lansing	I - Operations	1.50
	Evan George	RC20-16	Dispute Resolution: An Overview of the Law, Mediation Process and Other Dispute Resolution Options	II - Legal Foundations	1.50
	Evan George	RC20-18	Interviewing Consumers with Personality Disorders	I - Operations	1.50
	Evan George	RC20-22	Overview of Tele-Health Practices and Covid-19 Guidelines	I - Operations	1.50
	Evan George	RC20-GS2	History of the Mental Health Code	IV -Augmented Training	1.50
	Shaun Thompson	RC20-0G51	Deceptive Analysis	I - Operations	1.50
	Shaun Thompson	RC20-02	Social Work, Law Enforcement, Healthcare, Recipient Rights and Security-We Must Be in This Together	IV -Augmented Training	1.50
	Shaun Thompson	RC20-04	How to Make Your Rights Committee Click	I - Operations	1.50
	Shaun Thompson	RC20-06	Implicit Bias Training	I - Operations	2.00
	Shaun Thompson	RC20-08	Psychotropic Medications: What Rights Officers Need to Know	I - Operations	1.50
	Shaun Thompson	RC20-10	The LPH Rights Office: Operating in a Complex Environment	I - Operations	1.50
	Shaun Thompson	RC20-11	Interviewing Skills	I - Operations	1.50
	Shaun Thompson	RC20-12	Leadership: Not One Size Fits All	III - Leadership	1.50
	Shaun Thompson	RC20-14	Legislative Update: What's Going on in Lansing	I - Operations	1.50
	Shaun Thompson	RC20-16	Dispute Resolution: An Overview of the Law, Mediation Process and Other Dispute Resolution Options	II - Legal Foundations	1.50
	Shaun Thompson	RC20-18	Interviewing Consumers with Personality Disorders	I - Operations	1.50
	Shaun Thompson	RC20-21	Running a Successful Meeting: Robert's Rules	I - Operations	1.50
	Shaun Thompson	RC20-GS2	History of the Mental Health Code	IV -Augmented Training	1.50

CATEGORY TOTALS	
I - Operations	40.00
II - Legal Foundations	4.50
III - Leadership	3.00
IV - Augmented Training	0.00
Non-CEU	0.00

THESE NUMBERS WILL AUTO-FILL

**Washtenaw County Community Mental Health
SECTION II: ANNUAL TRAINING ACTIVITY
Part B: Training Provided by Rights Office**

Is Update Training Required?	Yes
If Yes, how often: (Annual, Every 2 years, etc.)	annual

Topic of Training Provided	How long is the training? # Hours	# Agency Staff	# Contractual Staff	# of Consumers	# Other Staff	Type of Other Staff	Method of Training Provided	Description (If Needed)
		42	834	0	0			
Recipient Rights Training	3.00		484				Face-to-Face	
Recipient Rights Online Training	3.00	42	350				Computer	# estimated for contractual due to use of online training

Type of Training Totals	Agency Staff	Contractual Staff	Consumers	Other Staff
Face-to-Face	1	0	484	0
Video	0	0	0	0
Computer	1	42	350	0
Paper	0	0	0	0
Video & Face-to-Face	0	0	0	0
Computer & Face-to-Face	0	0	0	0
Paper & Face-to-Face	0	0	0	0
Other (please describe)	0	0	0	0
These Numbers will self-fill				

Washtenaw County Community Mental Health

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

Progress on Outcomes established by the office for FY 19/20. Pick from the drop-down in Outcome and indicate if goal was accomplished, was discontinued, or remains ongoing. Checking ongoing will result in that outcome being self-populated in the FY20/21 goal section below.

1 Have Program Administrator from CARES program speak at a future meeting.

Outcome:

2 Have Program Administrator from ACT program speak at a future meeting.

Outcome:

3 Have Program Administrator from pilot program speak at a future meeting.

Outcome:

4 Continue to brainstorm on sharing recipient stories with the CMH board.

Outcome:

5 Recruit new/additional committee members.

Outcome:

Outcomes established by the office for FY 20/21:

1 Invite someone from WCCMH to explain priority setting regarding recipients during the pandemic.

2 Invite someone to speak or gather information regarding how St. Joseph Hospital Recipient Rights is providing rights protection with their Rights Officer furloughed.

3 Invite someone from WCCMH to speak about WCCMH staff furloughs and what staffing changes have/will be made to WCCMH due to the pandemic.

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.

5 Recruit new/additional committee members.

6 In addition to rights investigation statistics, RRAC members would like the WCCMH Rights Office to present the WCCMH Board with the full spectrum of the responsibilities handled by the Rights Office (this can occur during the WCCMH Board Recipient Rights Training.)

Washtenaw County Community Mental Health

SECTION IV: RECOMMENDATIONS TO THE GOVERNING BOARD

The ORR & Advisory Committee recommends the following:

1. **The RRAC recommends that the WCCMH Board supports the 2020/2021 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.

Washtenaw County Community Mental Health						
STAFF CEU TRAINING HOURS TOTALS						
THIS DATA WILL SELF-FILL						
Staff Name	Operations	Legal Foundations	Leadership	Augmented Training	Non-CEU	Total Training for Staff
Leah Raehtz	12.00	1.50	1.50	0.00	0.00	15.00
Evan George	14.00	1.50	0.00	0.00	0.00	15.50
Shaun Thompson	14.00	1.50	1.50	0.00	0.00	17.00

Population	
MI	Adult Mentally Ill
DD	Developmentally Disabled
SED	Child with Serious Emotional Disturbance
SEDW	This is a 1915(c) waiver (Home and Community-Based Services Waiver) for children with serious emotional disturbance. This waiver is administered through Community Mental Health Services Programs (CMHSPs) in partnership with other community agencies and is available in a limited number of counties. Eligible consumers must meet current MDCH contract criteria for the state psychiatric hospital for children and demonstrate serious functional limitations that impair the child's ability to function in the community.
DD-CWP	This is a 1915(c) waiver (Home and Community-Based Services Waiver) for children with developmental disabilities who have challenging behaviors and/or complex medical needs. This waiver is administered through Community Mental Health Services Programs (CMHSPs) and is available statewide. Eligible consumers must be eligible for, and at risk of, placement in an Intermediate Care Facility for the Mentally Retarded (ICF/MR).
HSW	The Habilitation Supports Waiver is a 1915(c) waiver (Home and Community-Based Services Waiver) for people who have developmental disabilities and who meet the eligibility requirements: have active Medicaid, live in the community, and otherwise need the level of services provided by an intermediate care facility for mental retardation (ICF/MR) if not for the HSW. There are no age limitations for enrollment in the HSW. This waiver is administered through Prepaid Inpatient Health Plans (PIHPs) and affiliate Community Mental Health Services Programs (CMHSPs). The HSW is available statewide.

Accomplished

Discontinued

Ongoing

7221	Abuse - Class I
72221	Abuse Class II - nonaccidental act
72222	Abuse class II - unreasonable force
72223	Abuse class II - emotional harm
72224	Abuse class II - treating as incompetent
72225	Abuse class II - exploitation
7223	Abuse - Class III
7224	Abuse Class I - Sexual Abuse
72251	Neglect - Class I
72252	Neglect - Class I - failure to report
72261	Neglect - Class II
72262	Neglect - Class II - failure to report
72271	Neglect - Class III
72272	Neglect - Class III - failure to report
7304	Ability to spend or use as desired
7487	Access by P & A to records
7760	Access to rights system
7263	Access to telephone, mail
4510	Admission process
7840	Appeal process/mediation
7130	Choice of physician/mental health professional
7041	Civil rights: discrimination, accessibility, accommodation, etc
7780	Complaint investigation process
7262	Contact with attorneys or others regarding legal matters
7486	Correction of record
7305	Delivery of money upon release
1708	Dignity and respect

7481	Disclosure of confidential information
7303	Easy access to money in account
7170	Electro convulsive therapy (ect)
7302	Facility account
7520	Failure to report (other than Abuse/Neglect)
7111	Family dignity & respect
7264	Funds for postage, stationery, telephone usage
4630	Independent clinical examination
7029	Information on family planning
7003	Informed consent
7360	Labor & compensation
7086	Least restrictive setting
7080	Mental health services suited to condition
0000	No right involved
7140	Notice of clinical status/progress
7190	Notice of medication side effects
7060	Notice/explanation of rights
4980	Objection to hospitalization (minor)
7113	Opportunity to provide information
0001	Outside provider jurisdiction
7125	Person-Centered - assessment of needs
7123	Person-Centered - requests for review
7122	Person-Centered - timely development
7124	Person-Centered- participation by individual(s) of choice
7121	Person-Centered Process
7242	Photo - identification
7243	Photo - objection
7241	Photo - prior consent
7244	Photo - release to others/return
7245	Photo - storage/destruction
7100	Physical and mental exams
7047	Presumption of competency
7501	Privileged communication
7267	Property - access to entertainment materials, information, news
7285	Property - exclusions
7283	Property - inspection at reasonable times
7286	Property - limitations
7281	Property - possession and use
7289	Property - protection
7287	Property - receipts to recipient and to designated individual
7282	Property - storage space
7288	Property - waiver
7180	Psychotropic drugs
7112	Receipt of general education information
7044	Religious practice
7400	Restraint
7441	Restrictions/limitations
7545	Retaliation/harassment

7081	Safe environment
7301	Safeguarding money
7082	Sanitary/humane environment
7284	Search/seizure
7420	Seclusion
4090	Second opinion - denial of hospitalization
7050	Second opinion - denial of services
7150	Services of mental health professional
7160	Surgery
4190	Termination of voluntary hospitalization (adult)
7049	Treatment by spiritual means
7266	Uncensored mail
7261	Visits
7045	Voting
7485	Withholding of information (includes recipient access to records)
7265	Written and posted limitations, if established

drop down on Complaint Data tab
Allegan County CMH Services
Ascension Borgess Hospital
Ascension Macomb-Oakland Hospital - Madison Heights Campus
Ascension Macomb-Oakland Hospital - Warren Campus
Ascension Providence Hospital
Ascension Providence Rochester
Ascension St John Hospital
AuSable Vally CMHA
Barry County CMHA
Bay-Arenac Behavioral Health
Beaumont Hospital - Farmington Hills
Beaumont Hospital - Royal Oak
Beaumont Hospital - Taylor
Behavioral Center of Michigan
Berrien MHA/Riverwood
Bronson Battle Creek - Field Stone Center
Bronson Lakeview Community Hospital
Caro Center
Cedar Creek Hospital
Center for Forensic Psychiatry
Centra Wellness Network
CMH & SA Services of St Joseph County
CMH for Central Michigan
CMH of Ottawa County
CMHA of Clinton Eaton Ingham Counties
Copper Country CMH Services
Detroit Wayne Integrated Health Network

DMC - Detroit Receiving Hospital
DMC - Sinai-Grace Hospital
ForestView Psychiatric Hospital
Genesee Health System
Gogebic Community Mental Health Authority
Gratiot Integrated Health Network
Harbor Oaks Hospital
Havenwyck Hospital
Hawthorn Center
HealthSource Saginaw
HealthWest
Henry Ford Allegiance Hospital
Henry Ford Kingswood Hospital
Henry Ford Macomb Hospital
Henry Ford Wyandotte Hospital
Hiawatha Behavioral Health
Hillsdale Hospital
Holland Hospital
Hurley Medical Center
Huron Behavioral Health Services
Integrated Services of Kalamazoo
Kalamazoo Psychiatric Hospital
Lapeer County CMH Services
Lenawee CMH Authority
LifeWays
Livingston County CMH Authority
Macomb County CMH Services
McLaren - Bay Region
McLaren – Flint
McLaren - Greater Lansing
McLaren - Lapeer Region
McLaren – Oakland
McLaren - Port Huron
Memorial Healthcare - Owosso
Mercy Health St Marys
Mercy Health Partners - Hackley Campus
Michigan Medicine
MidMichigan Medical Center - Alpena
MidMichigan Medical Center – Gratiot
MidMichigan Medical Center - Midland
Monroe CMH Authority
Montcalm Care Network
Munson Medical Center
network180
Newaygo County Mental Health Center
North Country CMH
Northeast Michigan CMH Authority
Northern Lakes CMH
Northpointe Behavioral Healthcare Systems

Oakland Community Health Network
Oaklawn Hospital
Pathways
Pine Rest Christian Mental Health Services
Pines Behavioral Health Services
Pontiac General Hospital
ProMedica Coldwater Regional Hospital
Promedica Monroe Regional Hospital
Saginaw County CMH Authority
Samaritan Behavioral Center
Sanilac County CMH Authority
Shiawassee Health and Wellness
Sparrow - St. Lawrence Hospital
Spectrum Health Lakeland Hospital
St Clair County CMH Authority
St Joseph Mercy Hospital
St Joseph Mercy Hospital - Chelsea
St Joseph Mercy Hospital - Oakland
St Mary Mercy Hospital - Livonia
StoneCrest Center
Summit Pointe Behavioral Health
The Right Door for Hope, Recovery and Wellness
Tuscola Behavioral Health Systems
UP Health System - Marquette
Van Buren CMH Authority (PMS)
Walter Reuther Psychiatric Hospital
War Memorial Hospital's Behavioral Health Center
Washtenaw County Community Mental Health
West Michigan CMH
Woodlands Behavioral Healthcare Network