



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**

4135 Washtenaw Ave, Ann Arbor, MI

Learning Resource Center, Michigan Conference Room

January 14, 2019

3:00PM-4:00PM

- I. Introductions (5 minutes)
- II. Audience Participation (see guidelines below) (5 minutes)
- III. Program-Quality Committee minutes (5 minutes) **ACTION**
 - Budget-Finance and Program-Quality Committee meeting minutes and actions from 12/10/18 (Attachment #1)
- IV. Discussion Items
 - None
- V. Old Business
 - None
- VI. New Business (40 minutes)
 - Recipient Rights Annual Report (Attachment #2) **ACTION**
 - CCBHC & Millage Requirements
- VII. Items for Future Discussions (5 minutes)
 - Grant/Special Program Initiative presentation
 - Evidence Based Practices
 - Future Data Dashboard
- VIII. Adjournment

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 QUARTERLY COMMITTEE MEETING
MINUTES DRAFT**

**4135 Washtenaw Ave, Ann Arbor, MI
Learning Resource Center, Michigan Conference Room
December 10, 2018 1:30 pm**

MEMBERS PRESENT: C. Collins, M. Bloom, N. Graebner, D. Strong, K. Walker,
A. Dusbiber (phone), P. Spriggel (phone), M. Creekmore

MEMBERS ABSENT: S. Antonow

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

OTHERS PRESENT: L. Lutomski, J. Martin

C. Collins called the meeting to order at 1:33 pm.

I. Introductions

- None

II. Audience Participation

- None

III. Budget-Finance Committee Minutes and Actions from 11/5/18

- Budget-Finance Committee Minutes and Actions of 11/5/18 were reviewed.

MOTION BY D. STRONG, SUPPORTED BY M. BLOOM TO APPROVE THE MINUTES AND ACTIONS FROM THE NOVEMBER 5, 2018 BUDGET-FINANCE COMMITTEE MEETING.

MOTION CARRIED

IV. Program-Quality Committee Minutes and Actions from 11/5/18

- Program-Quality Committee Minutes and Actions of 11/5/18 were reviewed.

MOTION BY K. WALKER SUPPORTED BY N. GRAEBNER TO APPROVE THE MINUTES AND ACTIONS FROM THE NOVEMBER 5, 2018 PROGRAM-QUALITY COMMITTEE MEETING.

MOTION CARRIED

V. Finance Status Reports

- N. Phelps reviewed the financial status report for the month ending October 31, 2018.
- Medicaid Enrollees were 33,337 in October 2018.
- Healthy Michigan Enrollees in October 2018 were 16,250.
- Medicaid consumers served through October 2018 are 2,056. This is 94 less consumers served than the same period last year.
- ABA Waiver consumers served through October 2018 were 69. This is 18 less consumers served than the same period last year.

- General Fund consumers served through October 2018 are 259. This is 1 more consumer served than the same period last year.
- Healthy Michigan consumers served through October 2018 are 259. This is 19 more consumers served than the same period last year.
- CLS costs to date are \$1.7 Million. This is \$303,000 under budget.
- Community Inpatient costs to date total \$451,000. This is \$1,500 over budget.
- Licensed Residential costs to date are \$866,000. This is \$58,000 under budget.
- Applied Behavior Analysis/Autism service costs to date are \$274,000. This is \$33,000 over budget.
- Medicaid, Healthy Michigan and Autism funds are on budget.
- Financial performance by funding source:
 - Medicaid is showing a deficit of \$310,000.
 - Healthy Michigan is showing a deficit of \$295,000.
 - State General Funds is showing a deficit of \$1,300,000
 - Local Funds are showing a surplus of \$56,000 through October 2018.
- The Fund Balance at the beginning of FY2018 was \$2.7 Million. At this time, it is projected that the use of \$750,000 will be necessary to close the State General Fund deficit for FY2018. The WCCMH/Washtenaw County obligation to the shared-risk corridor with the PIHP and the State is unknown at this time.

MOTION D. STRONG SUPPORTED BY K. WALKER TO APPROVE THE FINANCIAL STATUS REPORT THROUGH OCTOBER 31, 2018.

MOTION CARRIED

VI. Contracts and Leases

- Behavioral Health Works, Inc.
 - This contract is for WCCMH to provide ABA services from December 1, 2018 through September 30, 2019.
- HealthCall
 - This contract is for WCCMH to provide ADOS-2 testing from December 1, 2018 through September 30, 2019.

MOTION D. STRONG SUPPORTED BY M. BLOOM TO APPROVE THE CONTRACTS AND LEASES AS PRESENTED.

MOTION CARRIED

VII. Regional Finance Update

- T. Cortes presented the Regional Finance update.
- A document from the State titled Non-liability of CMHSP's for PIHP's Risk under MDHHS Master Contract was distributed and discussed.
- Regional board will be meeting on Wednesday, 12/12/18 to determine next steps regarding PIHP financial obligations and funding issues.

- Dr. George Mellos has taken over Lynda Zeller's duties after her retirement with the State.
- The Board Association has requested to meet with Dr. Mellos about the issues and possible opportunities to change what is happening at the state level.
- On November 27, 2018 the new rates were supposed to be received. The State has sent out a correspondence stating that the rates will not be changing on 1/1/19 but will need to use the 10/1/18 rates as previously determined.

VIII. Old Business

- FY 2018 Year-End Projection and Forecasting Report
 - N. Phelps presented the FY2018 Year-End Projection and Forecasting Report
- Network Management & Contracted Services Budget Pressures
 - H. Linky and N. Phelps presented the Network Management & Contracted Services Budget Pressures.

IX. New Business

- Blue Care Network Update
 - K. Bellus presented the Blue Care Network Update.
- Future Outcomes Discussion
 - Tabled for future meeting

X. Items for Future Discussions

- None

XI. Meeting adjourned at 3:03 pm.

WCCMH - Office of Recipient Rights

FY 17/18

Executive Summary

ORR Program Overview:

- The Rights Office attended the Annual Recipient Rights Conference in September 2018.
- The MDHHS Assessment of the Rights Office occurred from November 13th-15th, 2018. The Rights Office achieved substantial compliance with a score of 193/194.

Report Complaint Data:

- The number of complaints received by the Rights Office in 2017/2018 was higher than the number of complaints received in fiscal year 2016/2017.

Aggregate Summary

| Fiscal Year | 17/18 | 16/17 | 15/16 | 14/15 |
|---|--------------|--------------|--------------|--------------|
| Complaints Received | 246 | 204 | 343 | 324 |
| Allegations Involved | 376 | 300 | 458 | 462 |
| Allegations Investigated | 372 | 287 | 447 | 451 |
| Allegations Resolved by Intervention | 0 | 0 | 0 | 0 |

| | | | | |
|----------------------------------|-----|-----|-----|-----|
| Allegations Substantiated | 128 | 114 | 193 | 197 |
|----------------------------------|-----|-----|-----|-----|

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 17/18 | | FY 16/17 | | FY 15/16 | | FY 14/15 | |
|-----------------|----------|---------------|----------|---------------|----------|---------------|----------|---------------|
| | Received | Substantiated | Received | Substantiated | Received | Substantiated | Received | Substantiated |
| Abuse: | | | | | | | | |
| Class I | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Class II | 38 | 7 | 34 | 2 | 51 | 8 | 53 | 6 |
| Class III | 26 | 5 | 21 | 5 | 24 | 7 | 32 | 9 |
| Sexual Abuse | 3 | 0 | 3 | 0 | 0 | 0 | 2 | 0 |
| Neglect: | | | | | | | | |
| Class I | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| Class II | 4 | 0 | 3 | 2 | 7 | 5 | 5 | 4 |
| Class III | 66 | 32 | 63 | 38 | 110 | 55 | 93 | 56 |

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

| FY 17/18 | (Received) Substantiated | FY 16/17 | (Received) Substantiated | FY 15/16 | (Received) Substantiated | FY 14/15 | (Received) Substantiated |
|--|-----------------------------|--|-----------------------------|--|-----------------------------|--|-----------------------------|
| Neglect Class III | (66) 32 | Neglect Class III | (63) 38 | Neglect Class III | (110) 55 | Neglect Class III | (93) 56 |
| Mental Health Services Suited to Condition | (60) 25 | Mental Health Services Suited to Condition | (41) 20 | Mental Health Services Suited to Condition | (81) 47 | Mental Health Services Suited to Condition | (82) 45 |

| | | | | | | | |
|---------------------|------------|---------------------|------------|---------------------|------------|---------------------|------------|
| Dignity and Respect | (93) 19 | Dignity and Respect | (66) 16 | Dignity and Respect | (85) 19 | Dignity and Respect | (98) 11 |
|---------------------|------------|---------------------|------------|---------------------|------------|---------------------|------------|

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) | 6 |
| Residential Group Home - DD (03) | 6 |
| Mixed Residence (02,03) | 0 |
| Inpatient (5) | 0 |
| Day Program MI (6) | 0 |
| Day Program DD (7) | 11 |
| Workshop (Prevocational) | 6 |
| Supported Employment (08) | 2 |
| Assertive Community Treatment (09) | 1 |
| Case Management (10) | 18 |
| Psychosocial Rehabilitation | 0 |
| Partial Hospitalization (12) | 0 |
| Supported Living (13) | 80 |
| Other (14) | 0 |
| Residential MI/DD (15) | 0 |

The following chart gives the codes for each type of Remedial Action taken for substantiated Rights Violations, which can be found on Part C of the Quarter I Data Report.

| Remedial Action | Type |
|--------------------|------|
| Verbal Counseling | 01 |
| Written Counseling | 02 |
| Written Reprimand | 03 |
| Suspension | 04 |
| Demotion | 05 |
| Staff Transfer | 06 |

| | | |
|--|---|----|
| | Training | 07 |
| | Employment Termination | 08 |
| | Contract Action | 09 |
| | Policy Revision/Development | 10 |
| | Environmental Repair/Enhancement | 11 |
| | Plan of Service Revision | 12 |
| | Recipient Transfer to Another Provider/Site | 13 |

Annual Demographic Data for:

Washtenaw County CMH

CMH INFORMATION

Number of Consumers Served (unduplicated count): 5342 (CMH)

LPH/U INFORMATION

Number of Admissions: _____ (LPH/U)

Populations Served: _____ (LPH/U)

CMH SERVICE SITE INFORMATION

If the site requires a visit, please list in column E

| Type of Site | In Catchment Area | Out of Catchment Area | Total Sites Requiring Visits | Annual Site Visits Conducted | Additional Site Visits Conducted |
|--|-------------------|-----------------------|------------------------------|------------------------------|----------------------------------|
| Out Patient | 3 | 0 | 3 | 3 | 0 |
| Residential MI | 7 | 8 | 15 | 15 | 0 |
| Residential DD | 16 | 4 | 20 | 20 | 0 |
| Residential MI & DD | 0 | 6 | 6 | 6 | 0 |
| Inpatient | 3 | 8 | 11 | 11 | 0 |
| Day Program MI | 4 | 0 | 4 | 4 | 0 |
| Day Program DD | 2 | 0 | 2 | 2 | 0 |
| Workshop (prevocational) | 0 | 0 | 0 | 0 | 0 |
| Supported Employment | 4 | 4 | 4 | 4 | 0 |
| ACT | 1 | 0 | 1 | 1 | 0 |
| Case Management | 1 | 0 | 1 | 1 | 0 |
| Psychosocial Rehab | 0 | 0 | 0 | 0 | 0 |
| Partial Hospitalization | 0 | 0 | 0 | 0 | 0 |
| SIP | 0 | 0 | 0 | 0 | 0 |
| Crisis Center | 0 | 0 | 0 | 0 | 0 |
| Children's Foster Care | 0 | 0 | 0 | 0 | 0 |
| Clubhouse/Drop-in Center | 2 | 2 | 2 | 2 | 0 |
| CLS | 0 | 0 | 0 | 0 | 0 |
| Self-Determination | 0 | 0 | 0 | 0 | 0 |
| Respite Homes | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 |
| Total Number of Service Sites that Require Site Visits: | | | 69 | | |
| Total Number of Site Visits Conducted: | | | 69 | 0 | |

RIGHTS FTE INFORMATION - CMH

Do not fill in row 44-46 if 1 person has all roles

| | |
|--|---|
| Total Number of Rights FTEs*: | 4 |
| Number of Investigators/administrators (FTE) | |
| Number of Trainers (FTE) | |
| Number of Clerical Support (FTE) | |

RIGHTS FTE INFORMATION - LPH/U

Number of Rights Hours (total per week): 37.5

APPEALS INFORMATION (if agency has local appeals committee)

| | |
|---|---|
| Number of Appeals Submitted | 2 |
| Number of Appeals Accepted | 2 |
| Number Number of Appeals Upheld | 2 |
| 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 | 2 |

Rights Office Director: Shane Ray

Reporting Period: 2017-10-01 to 2018-09-30

Semi-Annual Annual

Section I: Complaint Data Summary

Part A: Agency Totals

| | | |
|-------------------------------------|------------|-----------------------|
| Allegations | 376 | (this will self-fill) |
| Interventions | 0 | (this will self-fill) |
| Investigations | 372 | (this will self-fill) |
| Interventions Substantiated | 0 | (this will self-fill) |
| Investigations Substantiated | 128 | (this will self-fill) |

COMPLAINT SOURCE

| | |
|----------------------------------|------------|
| Recipient | 61 |
| Staff | 75 |
| ORR | 76 |
| Guardian/Family | 23 |
| Anonymous | 10 |
| Community/General Public | 1 |
| Total Complaints Received | 246 |

Number of Complainants (unduplicated count): 136

TIMEFRAMES OF COMPLETED INVESTIGATIONS

| Category | Total | ≤30 | ≤60 | ≤90 | >90 |
|----------------------|-------|-----|-----|-----|-----|
| Abuse/Neglect I & II | 49 | 12 | 13 | 21 | 3 |
| All others | 323 | 71 | 113 | 133 | 6 |

Part B: Aggregate 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 | 9 | 9 | 1 | 3 | 10 | 0 |
| 72222 | abuse class II - unreasonable force | 13 | 13 | 5 | 3 | 10 | 1 |
| 72223 | abuse class II - emotional harm | 1 | 1 | 0 | 0 | 1 | 0 |
| 72224 | abuse class II - treating as incompetent | 0 | 0 | 0 | 0 | 0 | 0 |
| 72225 | abuse class II - exploitation | 15 | 15 | 1 | 2 | 18 | 0 |
| 7223 | abuse class III | 26 | 26 | 5 | 14 | 22 | 0 |
| 7224 | abuse class I - sexual abuse | 3 | 3 | 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 | 0 | 0 | 1 | 0 |
| 72252 | neglect class I - failure to report | 1 | 1 | 0 | 0 | 1 | 0 |
| 72261 | neglect class II | 4 | 4 | 0 | 0 | 4 | 0 |
| 72262 | neglect class II - failure to report | 2 | 2 | 2 | 0 | 2 | 1 |
| 72271 | neglect class III | 66 | 66 | 32 | 17 | 87 | 0 |
| 72272 | neglect class III - failure to report | 3 | 3 | 3 | 1 | 4 | 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 | 7 | 0 | 0 | 7 | 5 | 1 | 10 | 0 |
| 7545 | retaliation/harassment | 2 | 0 | 0 | 2 | 0 | 1 | 3 | 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 | involuntary 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 | 7 | 0 | 0 | 7 | 2 | 3 | 3 | 1 |
| 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 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 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 | 12 | 0 | 0 | 12 | 6 | 10 | 5 | 0 |
| 7485 | withholding of information (includes recipient access to records) | 1 | 0 | 0 | 1 | 1 | 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 | 3 | 0 | 0 | 3 | 1 | 1 | 4 | 0 |
| 7082 | sanitary/humane environment | 20 | 0 | 0 | 20 | 10 | 9 | 33 | 0 |
| 7086 | least restrictive setting | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

10. Freedom of Movement

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated | Recipient Population | | |
|------|--------------------------|----------|---------------|-----------------------------|----------------|------------------------------|----------------------|----|-----|
| | | | | | | | MI | DD | SED |
| 7441 | restrictions/limitations | 2 | 0 | 0 | 2 | 0 | 1 | 2 | 0 |
| 7400 | restraint | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7420 | seclusion | 3 | 0 | 0 | 3 | 0 | 0 | 3 | 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 | 10 | 0 | 0 | 10 | 5 | 1 | 18 | 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 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 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 | 93 | 0 | 0 | 93 | 19 | 49 | 67 | 8 |
| 7003 | informed consent | 0 | 0 | 0 | 0 | 0 | 0 | 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 | mh services suited to condition | 60 | 0 | 0 | 60 | 25 | 25 | 61 | 0 |
| 7100 | physical and mental exams | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7130 | choice of physician/mental health professional | 0 | 0 | 0 | 0 | 0 | 0 | 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 | 3 | 0 | 0 | 3 | 1 | 1 | 2 | 0 |
| 7123 | requests for review | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7124 | participation by individual(s) of choice | 0 | 0 | 0 | 0 | 0 | 0 | 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 | 2 | 0 | 0 | 2 | 2 | 1 | 0 | 6 |
| 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 | | 372 | 0 | 0 | 372 | 128 | 144 | 376 | 17 |

17. No Right Involved

| Code | Category | Received |
|------|-------------------|----------|
| 0000 | no right involved | 3 |

18. Outside Provider Jurisdiction

| Code | Category | Received |
|------|-------------------------------|----------|
| 0001 | outside provider jurisdiction | 1 |

| Section II: Complaint Data Summary | | | | | | | | | |
|--|--------------------------|---|-----------------------------|-----------------------------|-----------------------------|----|----|-----|-------|
| Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action(s) | Specific Remedial Action(s) | Specific Remedial Action(s) | Specific Remedial Action(s) | MI | DD | SED | SED-W |
| Mh services suited to condition | Case Management | Verbal Counseling | | | | 0 | 1 | 0 | |
| Property - possession and use | Residential DD | Environmental Repair/Enhancement | | | | 0 | 2 | 0 | |
| Mh services suited to condition | SIP | Employee left the agency, but substantiated | Training | | | 0 | 1 | 0 | |
| Property - possession and use | SIP | Employment Termination | Policy Revision/Development | | | 0 | 6 | 0 | |
| Sanitary/humane environment | SIP | Written Reprimand | | | | 0 | 3 | 0 | |
| Abuse class III | SIP | Training | Policy Revision/Development | | | 0 | 3 | 0 | |
| Mh services suited to condition | ACT | Plan of Service Revision | | | | 1 | 0 | 0 | |
| Neglect class III | SIP | Written Reprimand | Other | | | 0 | 1 | 0 | |
| Dignity and respect | SIP | Written Reprimand | Training | | | 0 | 3 | 0 | |
| Dignity and respect | SIP | Written Reprimand | Training | | | 0 | 3 | 0 | |
| Dignity and respect | Residential DD | Other | | | | 0 | 1 | 0 | |
| Failure to report | Case Management | Verbal Counseling | Training | | | 0 | 2 | 0 | |
| Neglect class III | SIP | Employment Termination | | | | 0 | 1 | 0 | |
| Mh services suited to condition | SIP | Training | | | | 2 | 0 | 0 | |
| Neglect class III | SIP | Written Reprimand | Training | | | 2 | 0 | 0 | |
| Mh services suited to condition | SIP | Training | | | | 1 | 0 | 0 | |
| Dignity and respect | SIP | Training | Policy Revision/Development | | | 0 | 3 | 0 | |
| Sanitary/humane environment | SIP | Policy Revision/Development | Training | | | 0 | 3 | 0 | |
| Neglect class III | SIP | Employee left the agency, but substantiated | | | | 0 | 1 | 0 | |
| Neglect class III - failure to report | SIP | Written Reprimand | Training | | | 0 | 1 | 0 | |
| Neglect class III | SIP | Other | Training | | | 1 | 0 | 0 | |
| Neglect class III | SIP | Written Reprimand | Training | | | 0 | 3 | 0 | |
| Neglect class III | Day Program DD | Employee left the agency, but substantiated | | | | 0 | 2 | 0 | |
| Abuse class II - unreasonable force | Workshop (prevocational) | Written Reprimand | Training | | | 0 | 1 | 0 | |
| Dignity and respect | Day Program DD | Suspension | Verbal Counseling | | | 0 | 1 | 0 | |
| Dignity and respect | Day Program DD | Suspension | Verbal Counseling | | | 0 | 1 | 0 | |
| Abuse class II - unreasonable force | Day Program DD | Suspension | Verbal Counseling | | | 0 | 1 | 0 | |
| Neglect class II - failure to report | Outpatient | Written Reprimand | Verbal Counseling | | | 0 | 0 | 1 | |
| Safe environment | SIP | Employee left the agency, but substantiated | | | | 0 | 2 | 0 | |
| Abuse class II - nonaccidental act | SIP | Employee left the agency, but substantiated | | | | 0 | 2 | 0 | |
| Neglect class II - failure to report | SIP | Employee left the agency, but substantiated | | | | 0 | 2 | 0 | |
| Neglect class III | SIP | Other | Training | | | 0 | 2 | 0 | |
| Neglect class III | SIP | Employment Termination | Training | | | 0 | 1 | 0 | |
| Mh services suited to condition | SIP | Plan of Service Revision | | | | 1 | 0 | 0 | |
| Mh services suited to condition | SIP | Environmental Repair/Enhancement | Training | | | 1 | 0 | 0 | |
| Mh services suited to condition | SIP | Other | Staff Transfer | | | 0 | 1 | 0 | |
| Uncensored mail | SIP | Other | | | | 0 | 1 | 0 | |
| Property - limitations | SIP | Other | | | | 0 | 1 | 0 | |
| Dignity and respect | Case Management | Verbal Counseling | | | | 0 | 1 | 0 | |
| Mh services suited to condition | SIP | Other | | | | 0 | 1 | 0 | |
| Mh services suited to condition | SIP | Suspension | Training | | | 0 | 2 | 0 | |
| Neglect class III | SIP | Suspension | Training | | | 0 | 2 | 0 | |
| Dignity and respect | SIP | Employment Termination | | | | 0 | 1 | 0 | |
| Neglect class III | SIP | Employment Termination | | | | 0 | 1 | 0 | |
| Disclosure of confidential information | SIP | Employment Termination | | | | 0 | 1 | 0 | |
| Neglect class III | SIP | Written Reprimand | Written Counseling | | | 1 | 0 | 0 | |
| Sanitary/humane environment | SIP | Employee left the agency, but substantiated | | | | 0 | 2 | 0 | |
| Sanitary/humane environment | SIP | Training | | | | 0 | 1 | 0 | |
| Family dignity & respect | SIP | Training | | | | 0 | 1 | 0 | |

| Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action(s) | Specific Remedial Action(s) | Specific Remedial Action(s) | Specific Remedial Action(s) | MI | DD | SED | SED-W |
|---|--------------------------|---|---|---|-----------------------------|----|----|-----|-------|
| Neglect class III | SIP | Written Reprimand | Training | | | 0 | 1 | 0 | |
| Dignity and respect | Day Program DD | Suspension | | | | 0 | 1 | 0 | |
| Neglect class III | SIP | Employee left the agency, but substantiated | Training | | | 0 | 1 | 0 | |
| Mh services suited to condition | Case Management | Verbal Counseling | | | | 1 | 0 | 0 | |
| Failure to report | Case Management | Verbal Counseling | | | | 0 | 1 | 0 | |
| Mh services suited to condition | SIP | Other | | | | 0 | 2 | 0 | |
| Neglect class III | SIP | Suspension | Verbal Counseling | Other | | 0 | 2 | 0 | |
| Dignity and respect | SIP | Employment Termination | | | | 0 | 1 | 0 | |
| Dignity and respect | Case Management | Verbal Counseling | | | | 0 | 0 | 1 | |
| Abuse class III | SIP | Employment Termination | | | | 0 | 1 | 0 | |
| Abuse class III | SIP | Employment Termination | | | | 0 | 1 | 0 | |
| Neglect class III | SIP | Written Reprimand | Verbal Counseling | | | 2 | 2 | 0 | |
| Mh services suited to condition | SIP | Written Reprimand | Training | | | 0 | 3 | 0 | |
| Neglect class III | SIP | Written Reprimand | Training | | | 0 | 3 | 0 | |
| Photo - prior consent | Case Management | Other | | | | 0 | 0 | 6 | |
| Disclosure of confidential information | Case Management | Training | | | | 1 | 0 | 0 | |
| Mh services suited to condition | SIP | Verbal Counseling | | | | 0 | 1 | 0 | |
| Neglect class III | SIP | Written Reprimand | Training | | | 0 | 1 | 0 | |
| Mh services suited to condition | Case Management | Training | Other | | | 1 | 0 | 0 | |
| Neglect class III | Day Program DD | Suspension | Verbal Counseling | | | 0 | 3 | 0 | |
| Neglect class III - failure to report | Day Program DD | Written Reprimand | Training | | | 0 | 3 | 0 | |
| Disclosure of confidential information | Supported Employment | Verbal Counseling | | | | 1 | 0 | 0 | |
| Property - possession and use | Supported Employment | Environmental Repair/Enhancement | Other | | | 0 | 1 | 0 | |
| Dignity and respect | Workshop (prevocational) | Employee left the agency, but substantiated | | | | 0 | 1 | 0 | |
| Sanitary/humane environment | Workshop (prevocational) | Employee left the agency, but substantiated | | | | 0 | 1 | 0 | |
| Sanitary/humane environment | SIP | Employment Termination | | | | 0 | 1 | 0 | |
| Family dignity & respect | SIP | Employment Termination | | | | 0 | 1 | 0 | |
| Mh services suited to condition | SIP | Employment Termination | | | | 0 | 1 | 0 | |
| Property - possession and use | Day Program DD | Verbal Counseling | Other | | | 0 | 1 | 0 | |
| Abuse class II - unreasonable force | Day Program DD | Other | | | | 0 | 1 | 0 | |
| Disclosure of confidential information | Case Management | Training | | | | 1 | 0 | 0 | |
| Abuse class II - unreasonable force | SIP | Staff Transfer | Training | Suspension | | 0 | 1 | 0 | |
| Photo - prior consent | SIP | Verbal Counseling | | | | 1 | 0 | 0 | |
| Dignity and respect | SIP | Employee left the agency, but substantiated | | | | 0 | 1 | 0 | |
| Neglect class III | Day Program DD | Written Reprimand | Training | | | 0 | 2 | 0 | |
| Mh services suited to condition | SIP | Verbal Counseling | Other | | | 6 | 0 | 0 | |
| Neglect class III | Residential MI | Employment Termination | Other | | | 3 | 0 | 0 | |
| Disclosure of confidential information | Residential MI | Training | | | | 1 | 0 | 0 | |
| Mh services suited to condition | SIP | Verbal Counseling | Other | | | 0 | 1 | 0 | |
| Abuse class III | Case Management | Written Counseling | Training | | | 1 | 0 | 0 | |
| Neglect class III | SIP | Suspension | Training | Employment Termination | | 0 | 1 | 0 | |
| Neglect class III | SIP | Written Reprimand | Training | | | 0 | 1 | 0 | |
| Pcp - timely development | Case Management | Suspension | Employment Termination | | | 1 | 0 | 0 | |
| Neglect class III | Day Program DD | Suspension | Verbal Counseling | | | 0 | 1 | 0 | |
| Dignity and respect | Other | Plan of Service Revision | Other | | | 0 | 1 | 0 | |
| Dignity and respect | Residential DD | Staff Transfer | Training | | | 0 | 1 | 0 | |
| Mh services suited to condition | SIP | Employment Termination | | | | 0 | 1 | 0 | |
| Neglect class III | SIP | Employee left the agency, but substantiated | | | | 0 | 1 | 0 | |
| Property - possession and use | SIP | Plan of Service Revision | Other | | | 0 | 1 | 0 | |
| Neglect class III - failure to report | Residential DD | Written Reprimand | Training | Employee left the agency, but substantiated | | 1 | 0 | 0 | |
| Neglect class III | Day Program DD | Suspension | Training | Employee left the agency, but substantiated | | 0 | 1 | 0 | |
| Abuse class II - exploitation | SIP | Written Reprimand | Policy Revision/Development | Training | Written Reprimand | 0 | 1 | 0 | |
| Mh services suited to condition | SIP | Written Reprimand | Staff Transfer | | | 0 | 1 | 0 | |
| Neglect class III | SIP | Written Reprimand | Recipient Transfer to another Provider/Site | | | 0 | 1 | 0 | |
| Dignity and respect | SIP | Employment Termination | Training | | | 2 | 0 | 0 | |
| Disclosure of confidential information | SIP | Employment Termination | Training | | | 2 | 0 | 0 | |
| Neglect class III | SIP | Written Reprimand | Training | Policy Revision/Development | | 0 | 1 | 0 | |
| Dignity and respect | Residential MI | Verbal Counseling | | | | 3 | 0 | 0 | |
| Sanitary/humane environment | Residential MI | Verbal Counseling | | | | 3 | 0 | 0 | |
| Withholding of information (includes rec) | Case Management | Employment Termination | Other | | | | | | |

| Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action(s) | Specific Remedial Action(s) | Specific Remedial Action(s) | Specific Remedial Action(s) | MI | DD | SED | SED-W |
|-------------------------------------|------------------------|---|-----------------------------|-----------------------------|-----------------------------|----|----|-----|-------|
| Mh services suited to condition | Residential MI | Written Reprimand | Verbal Counseling | | | 3 | 1 | 0 | |
| Neglect class III | Residential MI | Written Reprimand | Verbal Counseling | | | 3 | 1 | 0 | |
| Abuse class III | SIP | Written Reprimand | Training | | | 1 | 2 | 0 | |
| Mh services suited to condition | SIP | Training | | | | 0 | 1 | 0 | |
| Failure to report | Case Management | Verbal Counseling | | | | 0 | 4 | 0 | |
| Mh services suited to condition | SIP | Employee left the agency, but substantiated | | | | 0 | 2 | 0 | |
| Neglect class III | SIP | Employee left the agency, but substantiated | | | | 0 | 2 | 0 | |
| Dignity and respect | SIP | Written Reprimand | Training | | | 0 | 3 | 0 | |
| Sanitary/humane environment | SIP | Written Reprimand | Training | | | 0 | 3 | 0 | |
| Neglect class III | Day Program DD | Written Reprimand | | | | 0 | 1 | 0 | |
| Dignity and respect | SIP | Training | | | | 0 | 1 | 0 | |
| Mh services suited to condition | SIP | Other | Training | Other | | 0 | 1 | 0 | |
| Failure to report | Case Management | Employee left the agency, but substantiated | | | | 0 | 1 | 0 | |
| Mh services suited to condition | SIP | Plan of Service Revision | Training | Other | | 0 | 1 | 0 | |
| Neglect class III | SIP | Written Reprimand | Training | | | 0 | 1 | 0 | |
| Failure to report | SIP | Written Reprimand | | | | 0 | 1 | 0 | |
| Sanitary/humane environment | Residential DD | Written Reprimand | Other | | | 0 | 2 | 0 | |
| Sanitary/humane environment | Residential DD | Written Reprimand | Other | | | 0 | 2 | 0 | |
| Abuse class II - unreasonable force | Residential DD | Written Reprimand | Training | | | 0 | 1 | 0 | |

| Population | | | | | |
|--------------------|-----|-------|--------|-----|-----|
| waiver populations | | | | | |
| DD-CWP | HSW | SED-W | DD-CWP | HSW | HMI |
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| REMEDIATION TOTALS | |
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| Verbal Counseling | 25 |
| Written Counseling | 2 |
| Written Reprimand | 35 |
| Suspension | 13 |
| Demotion | 0 |
| Staff Transfer | 4 |
| Training | 52 |
| Employment Termination | 19 |
| Employee left the agency, but substantiated | 17 |
| Contract Action | 0 |
| Policy Revision/Development | 6 |
| Environmental Repair/Enhancement | 3 |
| Plan of Service Revision | 5 |
| Recipient Transfer to Another Provider/Site | 1 |
| Other | 27 |
| Pending | 0 |
| None | 0 |

| POPULATION TOTALS | |
|-------------------|----|
| MI | 0 |
| DD | 0 |
| SED | 88 |
| SED-W | 0 |
| DD-CWP | 0 |
| HSW | 0 |
| HMI | 0 |

| PROVIDER TOTALS | |
|-----------------------------|----|
| Outpatient | 0 |
| Residential MI | 6 |
| Residential DD | 6 |
| Mixed Residence (02, 03) | 0 |
| Inpatient | 0 |
| Day Program MI | 0 |
| Day Program DD | 11 |
| Workshop (Prevocational) | 6 |
| Supported Employment | 2 |
| ACT | 1 |
| Case Management | 18 |
| Psychosocial Rehabilitation | 0 |
| Partial Hospitalization | 0 |
| SIP | 80 |
| Other | 0 |
| Residential MI/DD | 0 |

| DD-CWP | HSW | SED-W | DD-CWP | HSW | HMI |
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REMEDIATION TOTALS

| DD-CWP | HSW | SED-W | DD-CWP | HSW | HMI |
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REMEDIATION TOTALS

SECTION II: ANNUAL TRAINING ACTIVITY
Part A: Training Received by Office Staff (Please only list training related to rights protection)
 2016/2017 CEU approved trainings are listed, beginning in cell R10

Recipient Rights Staff
 (Enter-Last Name, First Name)

CEU's Type: Operations, Legal Foundations, Leadership, Augmented Training

| STAFF NAMES (List Names) | Staff Name | MDHHS-ORR Course Number | Topic of Training Received | CEU Type | # Hours |
|--------------------------|-----------------|-------------------------|---|------------------------|---------|
| Bell, Andrea | Bell, Andrea | RC 18-GS1 | A Mother's Addiction Journey | IV -Augmented Training | 1.50 |
| George, Evan | Bell, Andrea | RC 18-03 | Begin Ending Stigma Today - Be Your Best Self | IV -Augmented Training | 1.50 |
| Raehtz, Leah | Bell, Andrea | RC 18-06 | Rights and Wrongs | I - Operations | 3.00 |
| Thompson, Shaun | Bell, Andrea | RC 18-13 | Can You Tell Anyone? | II - Legal Foundations | 3.00 |
| | Bell, Andrea | RC 18-16 | DSM Changes and Updates | I - Operations | 1.50 |
| | Bell, Andrea | RC 18-22 | CMH and Hospital Partnerships | I - Operations | 2.00 |
| | George, Evan | RT 18-01 | MDHSS Round Table | I - Operations | 4.50 |
| | George, Evan | RCA 18-030 | Reciprocity, the PHIP, CMH and LPH: Coordinating the Site Review | I - Operations | 1.50 |
| | George, Evan | RCA 18-031 | It's Never Too Early to Start Preparing for your MDHHS-ORR Assessment | I - Operations | 2.50 |
| | George, Evan | RRSUD 18-01 | Rights Basics for SUD Officers | I - Operations | 2.00 |
| | George, Evan | RC 18-GS1 | A Mother's Addiction Journey | IV -Augmented Training | 1.50 |
| | George, Evan | RC 18-07 | Identifying and Interviewing Individuals with Complex Communication Needs - | IV -Augmented Training | 1.50 |
| | George, Evan | RC 18-09 | Identifying and Interviewing Individuals with Complex Communication Needs - | IV -Augmented Training | 1.50 |
| | George, Evan | RC 18-14 | LOCUS for Rights Staff | IV -Augmented Training | 1.50 |
| | George, Evan | RC 18-15 | What's Going on in Lansing - Legislative Updates | IV -Augmented Training | 1.50 |
| | George, Evan | RC 18-18 | Legal Issues That Can Arise in Your Job - Legal Issues in ORR | II - Legal Foundations | 3.00 |
| | George, Evan | RC 18-GS2 | How to Get Your Whack Back | III - Leadership | 1.00 |
| | George, Evan | RC 18-23 | 13 Reasons Why Not: Creating a Culture of Support for Vulnerable Youth | IV -Augmented Training | 1.50 |
| | Raehtz, Leah | RC 18-011 | Petition and ATO Basics | II - Legal Foundations | 2.00 |
| | Raehtz, Leah | LRT 18-04 | LPH Round Table | I - Operations | 3.00 |
| | Raehtz, Leah | RRSUD 18-01 | Rights Basics for SUD Officers | I - Operations | 3.00 |
| | Raehtz, Leah | RC 18-GS1 | A Mother's Addiction Journey | IV -Augmented Training | 1.50 |
| | Raehtz, Leah | RC 18-01 | Implementation of the HCBS Community Rule | I - Operations | 1.50 |
| | Raehtz, Leah | RC 18-06 | Rights and Wrongs | I - Operations | 3.00 |
| | Raehtz, Leah | RC 18-13 | Can You Tell Anyone? | II - Legal Foundations | 3.00 |
| | Raehtz, Leah | RC 18-18 | Legal Issues That Can Arise in Your Job - Legal Issues in ORR | II - Legal Foundations | 3.00 |
| | Raehtz, Leah | RC 18-GS2 | How to Get Your Whack Back | III - Leadership | 1.00 |
| | Thompson, Shaun | 17-60 | ABA and the MHC: How to Reach a Common | II - Legal Foundations | 2.50 |
| | Thompson, Shaun | 17-61 | Legal Issues in ORR | IV -Augmented Training | 1.75 |
| | Thompson, Shaun | RT 18-01 | Round Table | I - Operations | 4.50 |
| | Thompson, Shaun | RCA 18-030 | It's Never Too Early to Start Preparing for your MDHHS-ORR Assessment | I - Operations | 2.50 |
| | Thompson, Shaun | RCA 18-031 | Reciprocity, the PHIP, CMH and LPH: Coordinating the Site Review | I - Operations | 1.50 |
| | Thompson, Shaun | RC 18-GS1 | A Mother's Addiction Journey | IV -Augmented Training | 1.50 |
| | Thompson, Shaun | RC 18-01 | Implementation of the HCBS Community Rule | I - Operations | 1.50 |
| | Thompson, Shaun | RC 18-05 | Identifying and Responding to Manipulative People | I - Operations | 3.00 |
| | Thompson, Shaun | RC 18-14 | LOCUS for Rights Staff | IV -Augmented Training | 1.50 |
| | Thompson, Shaun | RC 18-15 | What's Going on in Lansing - Legislative Updates | IV -Augmented Training | 1.50 |
| | Thompson, Shaun | RC 18-16 | DSM Changes and Updates | I - Operations | 1.50 |
| | Thompson, Shaun | RC 18-20 | Mental Health 101: Controversies of DSM Changes | I - Operations | 2.00 |
| | Thompson, Shaun | RC 18-GS2 | How to Get Your Whack Back | III - Leadership | 1.00 |

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|------------------------|-------|
| I - Operations | 44.00 |
| II - Legal Foundations | 16.50 |
| III - Leadership | 3.00 |
| IV -Augmented Training | 19.75 |
| Non-CEU | 0.00 |

| Date | Number | Topic of Training Received | CEU Type | # Hours | Sponsor/Presenter |
|----------------|-----------|--|----------|---------|---|
| 10/24/2017 | RCA18-002 | Ethical Decision Making | I | 1.25 | Relias Learning |
| 2/2/2018 | RCA18-003 | Confidentiality Child Abuse/Neglect | II | 3 | RROAM |
| TBA | RCA18-005 | Elder Abuse, Neglect & Financial Exploitation | IV | 1 | Gillian Bentley |
| 2/16/2018 | RCA18-006 | Trauma Focused Conference | IV | 5.5 | Tracey Purnell, MA; Jennifer Heniz LMSW and Michael Johnson, LMSW |
| 7/27/2018 | RCA18-007 | Demystifying SSI and SSDI: A Workshop for ORR Staff | II | 2 | Jean Pfandtner, LMSW |
| 5/18/2018 | RCA18-008 | Community Safety Within Rights Investigations | I | 2 | Jean Pfandtner, LMSW |
| 3/16/2018 | RCA18-009 | LOCUS and the Rights Investigation | I | 2 | Jean Pfandtner, LMSW |
| 2/6/2018 | RCA18-010 | Intervention Strategies for Dementia In Persons with Serious Mental Health and Other Disorders | IV | 6 | Shelly Weaverdyck, Ph.D. |
| 3/6/2018 | RCA18-010 | Intervention Strategies for Dementia In Persons with Serious Mental Health and Other Disorders | IV | 6 | Shelly Weaverdyck, Ph.D. |
| 4/18/2018 | RCA18-010 | Intervention Strategies for Dementia In Persons with Serious Mental Health and Other Disorders | IV | 6 | Shelly Weaverdyck, Ph.D. |
| 2/23/2018 | RCA18-011 | Petition and ATO Basics | II | 2 | Melissa Tasker |
| 3/2/2018 | RCA18-011 | Petition and ATO Basics | II | 2 | Melissa Tasker |
| Multiple Dates | RCA18-012 | Diversity and Inclusion | IV | 6 | Elevate USA |
| 1/1/2018 | RCA18-013 | Youth Mental Health First Aid | IV | 8 | Roberta Sanders |
| 2/15/2018 | RCA18-014 | How to Better Understand Your MH Rights | I | 2 | Beverly Sobolewski |
| 4/12/2018 | RCA18-015 | How to Better Understand Your Medicaid | I | 2 | Beverly Sobolewski |
| 5/3/2018 | RCA18-016 | How to Better Understand Your Medicaid and MH Rights | I | 4 | Beverly Sobolewski |
| 2/20/2018 | RCA18-017 | Mid State Health Network Quarterly Round Table | I | 1.5 | Mid State Health Network Rights Officer Workgroup |
| 4/27/2018 | RCA18-019 | Medical Marijuana: Ethics and Pain Management | IV | 7 | Rhonna Nelson |
| 4/19/2018 | RCA18-020 | PCP: Utilizing Measurement Based Care in Developing Plans of Service | IV | 3 | Sarah Bowman |
| 3/6/2018 | RCA18-021 | 42 CFR Part 2: What Changed After the Recent Amendments | II | 2 | Karla Lopez Jacqueline Seitz |
| 3/7/2018 | RCA18-022 | A New Way of Thinking, Standards and Guidelines for BTC | I | 5.75 | DWMA Behavior Treatment Advisory Committee |
| 3/26/2018 | RCA18-023 | Introduction to FASD | IV | 5.5 | Daniel Dubovsky |
| 3/31/2018 | RCA18-024 | Ethics for Social Work and Substance Disorder Professionals | IV | 5.5 | Thomas L. Moore |
| 4/25/2018 | RCA18-024 | Ethics for Social Work and Substance Disorder Professionals | IV | 5.5 | Thomas L. Moore |
| 5/30/2018 | RCA18-024 | Ethics for Social Work and Substance Disorder Professionals | IV | 5.5 | Thomas L. Moore |
| 6/27/2018 | RCA18-024 | Ethics for Social Work and Substance Disorder Professionals | IV | 5.5 | Thomas L. Moore |
| 7/11/2018 | RCA18-024 | Ethics for Social Work and Substance Disorder Professionals | IV | 5.5 | Thomas L. Moore |
| 8/22/2018 | RCA18-024 | Ethics for Social Work and Substance Disorder Professionals | IV | 5.5 | Thomas L. Moore |
| 5/21/2018 | RCA18-025 | Humans Not for Sale, Assessing and Treating Victims of Human Trafficking | IV | 1.25 | Agnes Ward, PhD |
| 5/30/2018 | RCA18-025 | Humans Not for Sale, Assessing and Treating Victims of Human Trafficking | IV | 1.25 | Agnes Ward, PhD |
| 3/19/2018 | RCA18-026 | De-escalating Hostile Clients | III | 1.25 | Relias Learning |
| 6/8/2018 | RCA18-027 | Identifying and Responding to Manipulative People | IV | 6 | Michael Morgan |
| 4/20/2018 | RCA18-028 | Elder Advocacy Boot Camp and Law | IV | 5 | Mannor Law Group |
| 5/3/2018 | RCA18-028 | Elder Advocacy Boot Camp and Law | IV | 5 | Mannor Law Group |
| 4/5/2018 | RCA18-029 | Ethics and Pain Management for Social Workers | IV | 6 | Corine Mann, Eric Doeh, Karen Mitchell |
| 5/4/2018 | RCA18-030 | It's Never Too Early to Start Preparing for Your MDHHS-ORR Assessment | I | 2.5 | RROAM |
| 5/4/2018 | RCA18-031 | Reciprocity, the PHIP, CMH and LPH: Coordinating the Site Review | I | 1.5 | RROAM |
| 4/30/2018 | RCA18-032 | Wearing the HIPAA Hat | I | 2 | CMHAM, Sean C. Rhudy |
| 5/1/2018 | RCA18-033 | Process and Ethical Dilemmas of Competency to Stand Trial | IV | 1.5 | CMHAM, Aubrey Valteau, Lisa Williams |
| 5/1/2018 | RCA18-034 | Discovering the Joy of Caring for Ourselves and Others: Identifying and Preventing Abuse and Neglect | I | 1.5 | CMHAM, Lois Shulman |
| 5/1/2018 | RCA18-035 | Board Member Orientation and the Role of Board Members in the Rights Protection Process | I | 1.5 | CMHAM, Robert Sheehan, Andrew Silver |
| 5/1/2018 | RCA18-036 | Managing an External Audit: Before, During and After the Visit | I | 1.5 | CMHAM, Dale K. Howe |
| 5/1/2018 | RCA18-037 | Leadership-Legal | II | 1.5 | CMHAM, Lisa K. Morse |
| 5/2/2018 | RCA18-038 | Key Issues Update from MI Department of Health and Human Services | I | 1 | CMHAM, Lynda Zeller |
| 5/2/2018 | RCA18-039 | What's Going On In Lansing-Legislative Update | II | 1.5 | CMHAM, Alan Bolter+W136 |
| 5/14/2018 | RCA18-040 | Secondary Trauma and Self-Care Practices for MH Professionals | IV | 3 | Lindsay Yeager Carr |
| 5/15/2018 | RCA18-040 | Secondary Trauma and Self-Care Practices for MH Professionals | IV | 3 | Lindsay Yeager Carr |
| 5/9/2018 | RCA18-041 | Meeting Behavioral Health Needs of Veterans and Their Caretakers | IV | 1.5 | Online-SAMHSA |
| 4/27/2018 | RCA18-042 | Update on Pain Management | IV | 2 | Linda Vanni, MSW |
| 6/1/2018 | RCA18-043 | Pain Management: Pharmacology | IV | 2 | Linda Vanni, MSW |
| 6/27/2018 | RCA18-044 | Deaf and Hard of Hearing Services | I | 3.75 | Chris Hench, Susan Lundy, Kathleen Mitchell |
| 5/1/2018 | RCA18-045 | Secondary Traumatic Stress | IV | 2 | Tamleka Caldwell, MA |
| 6/4/2018 | RCA18-046 | Implementing Integrated Treatment for Co-Occurring Disorders | IV | 3 | Stephen Wiland, Michael Johnson, Mark Lewis, Jennifer Harrison |

| | | | | | |
|-----------|-----------|---|----|-----|---|
| 5/23/2018 | RCA18-047 | Learning Together to Change Outcomes | IV | 5.5 | Spenser Clark, MSW, Cathy Gallagher, Honorable Judge Gregory A. Clifton |
| 6/19/2018 | RCA18-048 | Mid-State Health Network Quarterly Roundtable | I | 2.5 | Mid-State Health Network, Rights Officers Workgroup |
| 5/2/2018 | RCA18-049 | Human Trafficking | IV | 1.5 | Nate Knapper |

SECTION II: ANNUAL TRAINING ACTIVITY 0

Part B: Training Provided by Rights Office

Is Update Training Required? Yes

If Yes, how often: (Annual, Every 2 years, etc.) Every two years

0

| 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) |
|--------------------------------------|-----------------------------------|----------------|---------------------|----------------|---------------|---------------------|-----------------------------|-------------------------|
| | | 73 | 1264 | 0 | 0 | | | |
| Recipient Rights and Confidentiality | 3.00 | 73 | 1264 | 0 | 0 | N/A | Face-to-Face | |

0

| Type of Training Totals | | Agency Staff | Contractual Staff | Consumers | Other Staff |
|-------------------------|---|--------------|-------------------|-----------|-------------|
| Face-to-Face | 1 | 73 | 1264 | 0 | 0 |
| Video | 0 | 0 | 0 | 0 | 0 |
| Computer | 0 | 0 | 0 | 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 |
| Other (please describe) | 0 | 0 | 0 | 0 | 0 |

0

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

Progress on Outcomes established by the office for FY 17/18.
Indicate in Outcome if goal was accomplished or remains ongoing.

1 **The Rights Office shall invite WCCMH Administration staff to the RRAC meeting for organizational updates.**

Outcome: Accomplished

0

2 **The Rights Office will continue to provide Recipient Rights training for recipients and their family members.**

Outcome: Ongoing

3 **MDHHS ORR provided contract language stating that all CMH and LPU trainings must meet new standardized requirements and that the Washtenaw Rights Office must update its training to meet these requirements.**

Outcome: Accomplished

4 **The Rights Office and the RRAC will continue to recruit new members for the RRAC.**

Outcome: Ongoing

5 **None.**

Outcome: _____

Outcomes established by the office for FY 18/19:

1. **The Rights Office shall invite WCCMH Clinical staff (including the Clinical Director and Program Administrators) to educate the RRAC about WCCMH's clinical processes.**

2. **The Rights Office will continue to provide Recipient Rights training for recipients and their family members.**

3. **The Rights Office will provide quarterly training to the RRAC.**

4. **The Rights Office and the RRAC will continue to recruit new members for the RRAC.**

5. **None.**

SECTION IV: RECOMMENDATIONS TO THE GOVERNING BOARD

The Advisory Committee recommends the following:

1. The RRAC recommends that the WCCMH Board supports the 2018/2019 outcomes for the Rights Office and continues to support and fund the Rights Office at the level it needs to be effective.

2. None.

3. None.

4. None.

5. None.

Staff CEU Training Hours Totals

| Staff | Operations | Legal Foundations | Leadership | Augmented Training | Non-CEU | Total Training for Staff |
|----------------|------------|-------------------|------------|--------------------|---------|--------------------------|
| Andrea Bell | 6.50 | 3.00 | 0.00 | 3.00 | 0.00 | 12.50 |
| Evan George | 10.50 | 3.00 | 1.00 | 9.00 | 0.00 | 23.50 |
| Leah Raetz | 10.50 | 6.00 | 1.00 | 1.50 | 0.00 | 19.00 |
| Shaun Thompson | 16.50 | 2.50 | 1.00 | 6.25 | 0.00 | 26.25 |

Tables for Section IC

| 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 | 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. |