



**MINUTES OF THE REGULAR MEETING
WEDNESDAY, FEBRUARY 23, 2022**

The LifeWays Board of Directors met in regular session in the Board Room at the LifeWays Building, 1200 N West Avenue, Jackson, Michigan on Wednesday, February 23, 2022.

BOARD MEMBERS PRESENT: Jeffrey Peterson (Chair) via Zoom; Bruce Caswell (Vice Chair); Ruth Brown (Secretary); John Clark (Treasurer) via Zoom; Bradley Bohner; Melissa Callison; Christine Carlson; Earl Poleski; Carl Rice, Jr.; Ray Snell; Mark Wiley; Edward Woods

BOARD MEMBERS ABSENT:

STAFF MEMBERS PRESENT: Maribeth Leonard (Chief Executive Officer), Kenneth Berger, Latrelle Burk, Karen Cascaddan, Shannan Clevenger, Michael Cupp, Jon Johnston, Brenda Lewis, Angie O'Dowd, Casie Schirer, Chad Surque, Laurie Warner

OTHERS PRESENT:

CALL TO ORDER

Chair Peterson called the Board Meeting to order at 7:00 p.m.

INVOCATION AND PLEDGE OF ALLEGIANCE

The Invocation was presented by Edward Woods, which was followed by a recitation of the Pledge of Allegiance to the American Flag by audience and Board members.

RECORDING OF ATTENDANCE

The presence of all attending this meeting was recorded. (Note: Board Members Clark and Peterson are noted as present; however, due to Open Meetings Act restrictions they were not eligible to vote on action items.)

APPROVAL OF BOARD AGENDA

LW 21-22-013 - Approval of Agenda of the February 23, 2022, Regular Business Meeting

MOTION BY RAY SNELL, SUPPORTED BY JOHN CLARK, FOR APPROVAL OF THE AGENDA OF THE FEBRUARY 23, 2022, REGULAR BUSINESS MEETING, AS PRESENTED. MOTION CARRIED: 10-0

APPROVAL OF BOARD MINUTES

LW 21-22-014 - Approval of the Minutes of the Regular Business Meeting held on December 15, 2021

MOTION BY RAY SNELL, SUPPORTED BY CARL RICE, JR., FOR APPROVAL OF THE MINUTES OF THE REGULAR BUSINESS MEETING HELD ON DECEMBER 15, 2021, AS PRESENTED. MOTION APPROVED: 10-0

CEO COMMUNICATIONS

Maribeth Leonard, Chief Executive Officer, briefly highlighted the communications provided in the Board Folder.

(A copy of the Board Folder contents can be found in the Supplemental Minutes portion of the Board Minutes Book.)

PUBLIC COMMENT

There were no public comments.

SPECIAL ORDER TOPIC: RECIPIENT RIGHTS ANNUAL REPORT - ANGIE O'DOWD, RECIPIENT RIGHTS OFFICER

Angie O'Dowd, Recipient Rights Officer, presented the Recipient Rights Annual Report. Some key notes included:

- Appeals Data
- Complaint Data
- Intervention and Investigation Substantiation Data
- Staff Training Activity
- Training Provided by Rights Office
- Progress on Outcomes for Previous Fiscal Year and Outcomes Established for the Next Fiscal Year
- Recommendations to the Governing Board
- Staff Continuing Education Units (CEUs) Training Hours Totals

After the presentation, Ms. O'Dowd answered questions from the Board.

Q. What are the differences between the classes of neglect?

A. Neglect Class I is a situation that resulted in serious harm; Neglect Class II is a situation that caused non-serious physical harm; and Neglect Class III is an "at risk" situation. Classes of Abuse are defined similarly.

Q. Would you please explain why LifeWays does investigations instead of interventions?

A. Interventions are defined as situations where the facts are indisputable. However, those cases are rare, and it is easy for these situations to turn into an investigation. One could be thirty days into an intervention and questions arise; this extends the reporting timeline. With an investigation, there is also the opportunity for an appeal, which is not available during an intervention. LifeWays feels it is best to begin each situation as an investigation in order to serve the consumer in the best way and as efficiently as possible.

Q. In Part A, it would be helpful if, in the Complaint Source, there was another column to show how many complaints were investigated.

A. This particular report is a state form that can't be modified. However, the suggestion will be made to the new director of the Office of Recipient Rights (ORR) at the Michigan Department of Health and Human Services; she is very open to ideas. Also, the LifeWays ORR has an information dashboard that is shared with the Recipient Rights Advisory Committee (RRAC) to which this statistic could be added.

Q. Is the staff training all done online?

A. For the last two years, the majority of training has been done online thanks to the pandemic. Traditionally, training is done at the quarterly Recipient Rights Officers of Michigan (RROAM) meetings as well as the Annual Recipient Rights Conference. Quarterly Prepaid Inpatient Health Plans (PIHP) meetings are also taking place currently where Continuing Education Units (CEUs) can be obtained.

Ms. O'Dowd also presented to the Board copies of the new Rights booklet, new flyers and a proposed booklet with information on joining the RRAC, and an application to join the RRAC. The ORR is becoming diligent about recruiting new members. Additionally, the RRAC will be meeting in the Hillsdale LifeWays office three times a year.

(A copy of the presentation can be found in the Supplemental Minutes portion of the Board Minutes Book.)

APPROVAL OF CONSENT AGENDA

LW 21-22-015 - Approval of the Consent Agenda (February 23, 2022, Regular Business Meeting)

MOTION BY RUTH BROWN, SUPPORTED BY MELISSA CALLISON, FOR APPROVAL OF THE CONSENT AGENDA (FEBRUARY 23, 2022, REGULAR BUSINESS MEETING), AS PRESENTED. MOTION CARRIED: 10-0

A. Facilities

[No action items]

B. Program & Finance

1. Approval to Accept Expenses Report – October 2021 - \$7,047,874.13
2. Approval to Accept Expenses Report – November 2021 - \$5,906,407.71
3. Approval to Accept Finance Report – December 2021
4. Approval to Accept Expenses Report – December 2021 - \$6,307,604.88
5. Approval of Out-of-State Travel for City of Jackson Police Officers Brandi Davis and David Stallworth, and Detectives Aaron Grove, Hillary Jenski, and Andrea Desnoyer to attend the Crisis Intervention Training (CIT) Train the Trainer Event, February 28-March 3, 2022, in Salt Lake City, UT for an Estimated Amount of \$20,570.00 to include Registration, Transportation, Lodging and Meals (NOTE: Grant funds will cover 75% of the cost)
6. Approval of an Extension of Thirty (30) Days for Finance Department Positions Search

C. Quality Improvement and Credentialing

[Meeting canceled; action items moved to New Business]

APPOINTED COMMITTEE REPORTS

- **LIFEWAYS BOARD EXECUTIVE COMMITTEE**
- **LIFEWAYS RECIPIENT RIGHTS ADVISORY COMMITTEE**
- **MID-STATE HEALTH NETWORK (MSHN) BOARD**
- **MSHN SUBSTANCE USE DISORDER OVERSIGHT POLICY BOARD**
- **NATIONAL COUNCIL FOR MENTAL WELLBEING BOARD**
- **COMMUNITY MENTAL HEALTH ASSOCIATION**

BOARD OF DIRECTORS

- **LIFEWAYS MENTAL HEALTH IN SCHOOLS ADVISORY COMMITTEE**
- **LIFEWAYS SELF-DETERMINATION ADVISORY COMMITTEE**
- **LIFEWAYS AD HOC BOARD OFFICER NOMINATING COMMITTEE**

Committee Chair Ruth Brown submitted the officer nominations.

NEW BUSINESS

LW 21-22-016 - Approval of 2022 LifeWays Slate of Officers

MOTION BY EARL POLESKI, SUPPORTED BY MARK WILEY, THAT A UNANIMOUS BALLOT BE CAST FOR THE BOARD NOMINATING COMMITTEE'S RECOMMENDATION FOR THE 2022 SLATE OF LIFEWAYS BOARD OFFICERS, AS FOLLOWS: CHRISTINE CARLSON, SECRETARY; RUTH BROWN, TREASURER; JOHN CLARK, VICE CHAIR; AND BRUCE CASWELL, CHAIR, AS PRESENTED.

Chair Peterson called for any nominations from the floor.

There were no further nominations.

MOTION CARRIED: 10-0

Positions are effective immediately.

Chair Peterson virtually transferred the gavel to incoming Chair Caswell.

LW 21-22-017 - Board Recommendation for Community Mental Health Association (CMHA) Officers and Committee Members

MOTION BY RAY SNELL, SUPPORTED BY CARL RICE, JR., FOR APPROVAL OF BOARD RECOMMENDATION FOR COMMUNITY MENTAL HEALTH ASSOCIATION (CMHA) OFFICERS AND COMMITTEE MEMBERS, AS PRESENTED. MOTION CARRIED: 10-0

LW 21-22-018 - Approval of Self-Determination Advisory Committee Application for Jackie Igafo-Te'o

MOTION BY BRADLEY BOHNER, SUPPORTED BY CHRISTINE CARLSON, FOR APPROVAL OF SELF-DETERMINATION ADVISORY COMMITTEE APPLICATION FOR JACKIE IGAFO-TE'O, AS PRESENTED. MOTION CARRIED: 10-0

LW 21-22-019 - Approval of Self-Determination Advisory Committee Application for Juanita Pampuch

MOTION BY BRADLEY BOHNER, SUPPORTED BY CHRISTINE CARLSON, FOR APPROVAL OF SELF-DETERMINATION ADVISORY COMMITTEE APPLICATION FOR JUANITA PAMPUCH, AS PRESENTED. MOTION CARRIED: 10-0

LW 21-22-020 - Approval of Revised LifeWays Board of Directors Bylaws

MOTION BY RAY SNELL, SUPPORTED BY BRADLEY BOHNER, FOR APPROVAL OF REVISED LIFEWAYS BOARD OF DIRECTORS BYLAWS, AS PRESENTED. MOTION CARRIED: 10-0

- LW 21-22-021 - Approval of the Reappointment of Bradley Bohner to Mid-State Health Network (MSHN) Board of Directors (Region 5) for a Three-Year Term Effective May 1, 2022**
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MOTION BY RAY SNELL, SUPPORTED BY MARK WILEY, FOR APPROVAL OF THE REAPPOINTMENT OF BRADLEY BOHNER TO MID-STATE HEALTH NETWORK (MSHN) BOARD OF DIRECTORS (REGION 5) FOR A THREE-YEAR TERM EFFECTIVE MAY 1, 2022, AS PRESENTED. MOTION CARRIED: 10-0

REPORTS

- **CHIEF EXECUTIVE OFFICER (CEO)**

Ms. Leonard presented the CEO report on the following topics.

- **LifeWays Update**
 - Increase in Services Provided as a Result of Both the Mental Health Millage and Certified Community Behavioral Health Clinic (CCBHC)
 - Provider PowerBI Dashboard
 - Provider Access to PolicyStat
 - Rollout of the New LifeWays Brand and Website
 - Mid-State Health Network (MSHN) Interim Audit
 - Crisis Residential Unit (CRU)
 - New Behavior Treatment Providers
- **Federal Legislative Update**
 - National Council for Mental Wellbeing
- **Community Mental Health Association (CMHA) Update**
 - CMHA Winter Conference COVID-19 Highlights
 - CMHA Advocacy Update
- **State Legislative Update**
 - FY22 Supplemental Budget
 - Bills Related to CSU funding, NHSC/Michigan Poverty Guidelines Alignment
 - Redistricting Maps
- **Michigan Department of Health and Human Services (MDHHS) Update**
 - MDHHS/Behavioral Health Developmental Disabilities Administration (BHDDA) Efforts to Address Behavioral Health Workforce Shortages
 - MDHHS/BHDDA Efforts Related to Improving Access to Inpatient Psychiatric Care in Community and State Hospitals

- **MiCAL, CSUs, 988, PRTFs, Crisis Response/Mobile Teams and Related Crisis Response Initiatives**
- **State Hospital Developments – Caro Replacement, Capacity Expansion, Barriers to Discharge**
- **Mi Kids Now Team Update on MI Kids Now Initiative**
- **MDHHS/BHDDA Update on how Self Determination Guidelines are Being Aligned with Newly Negotiated SD Contract Language**
- **MDHHA/BHDDA View on Movement of BHDDA Positions to the Newly Formed Health and Aging Services Administration (HASA)**
- **MDHHS/BHDDA Guidance on Vaccine Mandate**
- **Upcoming Events**
 - **CMHA Southeast Regional Meeting**

Information on the Hillsdale office remodel will be taken to the Facilities Committee meeting in March.

St. Paul's Ability Resource Center (SPARC) sent a letter to the Hillsdale Board of County Commissioners to say thank you for the contributions given to them as a result of the Mental Health Millage.

A candidate was found for the Executive Director of Finance position through a headhunter agency, who is currently handling negotiations. A second promising candidate was interviewed today for the position and follow-up is under way.

(A copy of the CEO Report can be found in the Supplemental portion of the Board Minutes Book.)

- **BOARD CHAIR**

Thank you to the Board Nominating Committee for their work and I now dissolve the committee as it has completed its charge.

Angie, I compliment you on your presentation; you did a very nice job, and we appreciate it very much.

Board members, since I'm the newbie here, I want you to be comfortable with calling or emailing me at any time for any reason. If you don't have my contact info, let me know and I'll get it to you. Your intelligence is very much needed on this board. As I told Maribeth earlier, we're either going to get better or we're going to get worse; we aren't going to stay the same as an organization. I want to keep getting better. If you have thoughts or needs, there isn't anything we can't talk through and come to a solution on. Keep that in mind; don't ever feel that you can't say something. I can't promise that the world will turn in your direction every time, but you will all be listened to. I make that commitment to you.

- **MEMBER COMMENTS**

- **Mr. Woods – Welcome Mr. Chair, we look forward to your leadership on this board and appreciate you volunteering your time to do this. Related to the earlier**

conversation about Zoom calls, the only bad experience I've had is when I was on a call with Bruce. He was in the basement folding laundry and we got a glimpse of his underwear. It took me a long time to get over that. I forgot to tell you that SAMHSA [Substance Abuse and Mental Health Service Administration] is working with the National Council on a joint commission on how to look at SUD [Substance Use Disorder] Providers and how they can best provide data on what they're doing. That's the coming wave; working on what data should be looked at and how. I've been asked to be an auditor for this, but I declined. But it is coming and it's a good thing. It's good that we're ahead of the game and looking at data here; we're not afraid of publishing the data and to perform to data standards.

- **Mr. Bohner – Congratulations to the new board officers. Carl sent out data yesterday on some poll results, which shows that most people in the state don't support going from a public to a private system. Bruce, with your experience at the state level, can you say how much clout this carries with the state legislature and/or how the Governor might veto such bills?**

Mr. Caswell: I think it's safe to say that no one can predict what the Governor might do until she does it. As for the state senate, I think it's also fair to say that the senate majority leader has an extreme amount of influence over the other senators. Nothing happens without the majority leader's support. If he wants to vote on something and is willing to play hardball, he can get it. When it comes to the House, they have to deal with it in their own manner. When it comes to lame duck sessions, agreements are made, and it depends on who wants what to happen. There's no way to tell in advance what issues will be negotiated. The senate majority leader has made it clear that this is a priority for him.

Mr. Poleski: I agree that no one can predict what the Governor may do, regardless of what the legislature proposes.

- **Mr. Snell – Everyone may remember a few years ago that the public voted overwhelmingly against the gas tax. And the legislature picked it up anyway. So, we don't know what the legislature may propose. The surveys and polls are great but, during lame duck, they will be ignored if need be.**
- **Dr. Rice – Jeff, thank you for your two years of leadership during a difficult time, what with COVID-19 happening and introducing the virtual meetings. Bruce, welcome.**
- **Mr. Poleski –I would say the same thing: thank you, Jeff, for your leadership. Bruce, look forward to working with you as our Chair.**
- **Ms. Carlson – It is good to be back in person; this feels almost normal.**
- **Ms. Callison – Ditto.**
- **Mr. Wiley – Ditto.**
- **Ms. Brown – Ditto. Thank you, Jeff, for a good job and welcome Bruce. Thank you both for your service.**
- **Mr. Peterson – Thank you for all the kind comments. It was an interesting two**

years. My term started at the same time as the pandemic. We all learned about these things called Zoom and Team meetings along with whatever other meetings you can attend online. I really want to say to the staff thank you as the whole learning curve was astronomical. Thanks not only to those that deal with us but everyone who had to learn to work from home for months and months – and they still got so much done. Thank you to the board, too, for meeting virtually and continuously getting things done, also. It's just been wonderful, and I appreciate everyone out there. Thank you for all that you've done and that you continue to do.

- **Mr. Clark – Just because you can't see me doesn't mean you can forget me, Bruce. Thanks to Jeff for the amount of time he put in during the last two years. He acted as a tutor to me as a committee chair and, unless you've done it, you don't understand how much time you have to put in as board chair. I also look forward to seeing Mike Hirst's presentation. Ed and I both had the opportunity to talk to Mike when he first had the idea, and it will be nice to see how much this has progressed. Hopefully, I will see you all in another month.**

PUBLIC COMMENT

There were no public comments.

ADJOURNMENT

There being no further business to come before the Board, Chair Caswell adjourned the meeting at 8:23 p.m.

Christine Carlson, Secretary

Annual Appeals Data for: LifeWays

APPEALS INFORMATION (if agency has local appeals committee)

Number of Appeal Requests Received	3
Number of Appeals Accepted	3
Number Number of Appeals Upheld	1
Number of Appeals Sent Back for Reinvestigation	2
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	3

Complaint Data for: LifeWays

Rights Office Director:

Reporting Period: to

CMH # of Consumers Served (unduplicated count) CMH Rights Office FTEs

LPH Number of Admissions LPH Hours/40

Section I: Complaint Data Summary

Part A: Agency Totals

Allegations	300	DO NOT TYPE HERE - IT WILL AUTO FILL
Interventions	0	DO NOT TYPE HERE - IT WILL AUTO FILL
Investigations	137	DO NOT TYPE HERE - IT WILL AUTO FILL
Interventions Substantiated	0	DO NOT TYPE HERE - IT WILL AUTO FILL
Investigations Substantiated	87	DO NOT TYPE HERE - IT WILL AUTO FILL

COMPLAINT SOURCE

Recipient	56	DO NOT TYPE HERE - IT WILL AUTO FILL
Staff	94	
ORR	25	
Guardian/Family	71	
Anonymous	8	
Community/General Public	45	
Total Complaints Received	299	

TIMEFRAMES OF COMPLETED INVESTIGATIONS

Category	Total	≤30	≤60	≤90	>90
Abuse I, II, III & Neglect I, II, III	55	9	13	33	0
All others	82	5	25	52	0

Part B: Detailed Summary

1. Freedom from Abuse

Code	Category	Received	Investigations	Investigations Substantiated	Recipient Population		
					MI	DD	SED
7221	Abuse class I	1	1	1	0	0	
72221	Abuse class II - nonaccidental act	5	5	3	1	4	0
72222	Abuse class II - unreasonable force	10	10	5	1	10	0
72223	Abuse class II - emotional harm	1	1	1	0	1	0
72224	Abuse class II - treating as incompetent	0	0	0	0	0	0
72225	Abuse class II - exploitation	0	0	0	0	0	0
7223	Abuse - class III	9	9	7	5	7	0
7224	Abuse class I - sexual abuse	1	1	0	0	1	0

2. Freedom from Neglect

Code	Category	Received	Investigations	Investigations Substantiated	Recipient Population		
					MI	DD	SED
72251	Neglect class I	1	1	1	0	0	
72252	Neglect class I - failure to report	0	0	0	0	0	
72261	Neglect class II	5	5	2	2	3	
72262	Neglect class II - failure to report	1	1	1	0	1	
72271	Neglect class III	16	16	13	3	18	
72272	Neglect class III - failure to report	5	5	5	2	3	

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	
7520	Failure to report	1	0	0	1	1	1	0	
7545	Retaliation/harassment	0			0	0	0	0	
7760	Access to rights system	0	0	0	0	0	0	0	
7780	Complaint investigation process	0	0	0	0	0	0	0	
7840	Appeal process/mediation	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	hospitalization	0	0	0	0	0	0	0	
4190	Termination of voluntary hospitalization (adult)	0	0	0	0	0	0	0	
4510	admission process	0	0	0	0	0	0	0	
4630	Independent clinical examination	0	0	0	0	0	0	0	
4980	Objection to hospitalization (minor)	0	0	0	0	0	0	0	
7050	Second opinion - denial of services	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	
7044	Religious practice	0	0	0	0	0	0	0	
7045	Voting	0	0	0	0	0	0	0	
7047	Presumption of competency	0	0	0	0	0	0	0	
7284	Search/seizure	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	1	0	0	1	1	0	1	
7112	information	0	0	0	0	0	0	0	
7113	Opportunity to provide information	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	
7262	Contact with attorneys or others regarding legal matters	0	0	0	0	0	0	0	
7263	Access to telephone, mail	0	0	0	0	0	0	0	
7264	Funds for postage, stationery, telephone usage	0	0	0	0	0	0	0	
7265	Written and posted limitations, if established	0	0	0	0	0	0	0	
7266	Uncensored mail	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	4	0	0	4	2	2	3	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	0	0	0	0	0	0	0	
7082	Sanitary/humane environment	0	0	0	0	0	0	0	
7086	Least restrictive setting	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	1	0
7400	Restraint	0	0	0	0	0	0	0	
7420	Seclusion	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	
7302	Facility account	0	0	0	0	0	0	0	
7303	Easy access to money in account	0	0	0	0	0	0	0	
7304	Ability to spend or use as desired	0	0	0	0	0	0	0	
7305	Delivery of money upon release	0	0	0	0	0	0	0	
7360	Labor & Compensation	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	
7281	Possession and use	1	0	0	1	0	1	0	
7282	Storage space	0	0	0	0	0	0	0	
7283	Inspection at reasonable times	0	0	0	0	0	0	0	
7285	Exclusions	0	0	0	0	0	0	0	
7286	Limitations	0	0	0	0	0	0	0	
7287	Receipts to recipient and to designated individual	0	0	0	0	0	0	0	
7288	Waiver	0	0	0	0	0	0	0	
7289	Protection	1	0	0	1	0	1	0	

13. Suitable Services

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
1708	Dignity and Respect	31	0	0	31	19	16	19	0
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	condition	35	0	0	35	20	15	23	1
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	6	0	0	6	5	3	1	2
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	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	0	0	0	0	0	0	0	
7242	Identification	0	0	0	0	0	0	0	
7243	Objection	0	0	0	0	0	0	0	
7244	Release to others/return	0	0	0	0	0	0	0	
7245	Storage/destruction	0	0	0	0	0	0	0	

TOTALS	137	0	0	137	87	54	99	3
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17. No Right Involved

Code	Category	Received
0000	No right involved	146

18. Outside Provider Jurisdiction

Code	Category	Received
0001	Outside provider jurisdiction	17

Section II: intervention & investigation substantiation data for: LifeWays

Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	MI	DD	SED	SED-W	DD-CWP	HSW
Dignity and respect	Residential MI & DD	Written Counseling				1	1	0	0	0	1
Neglect class III	Residential MI & DD	Employment Termination	Training			0	1	0	0	0	1
Neglect class III - failure to report	Residential MI & DD	Employment Termination	Training			0	1	0	0	0	1
Mental health services suited to condition	Case Management	Verbal Counseling				0	1	0	0	0	0
Neglect class III	SIP	Policy Revision/Development	Training			0	1	0	0	0	0
Neglect class III - failure to report	SIP	Policy Revision/Development				0	1	0	0	0	0
Mental health services suited to condition	ACT	Written Reprimand				1	0	0	0	0	0
Neglect class I	Other	Suspension	Policy Revision/Development			0	1	0	0	0	0
Neglect class I	Residential MI & DD	Suspension	Policy Revision/Development			0	1	0	0	0	0
Neglect class III	Residential MI & DD	Staff Transfer				2	0	0	0	0	0
Abuse class II - unreasonable force	Residential MI & DD	Employment Termination	Training			0	1	0	0	0	1
Neglect class III	Other	Policy Revision/Development	Training			0	1	0	0	0	0
Neglect class III	Residential MI & DD	Written Counseling				0	3	0	0	0	3
Dignity and respect	Residential MI & DD	Written Counseling				1	1	0	0	0	1
Neglect class III - failure to report	Other	Verbal Reprimand	Other			0	1	0	0	0	0
Person-Centered Process	Case Management	Training				0	0	1	0	0	0
Neglect class III	Residential MI & DD	Other				0	1	0	0	0	0
Dignity and respect	Residential MI & DD	Written Counseling	Training			1	1	0	0	0	1
Failure to report (other than Abuse/Neglect)	Residential MI & DD	Written Counseling				1	1	0	0	0	1
Mental health services suited to condition	Other	Verbal Reprimand				0	1	0	0	0	1
Dignity and respect	Residential MI	Staff Transfer	Written Counseling			0	1	0	0	0	0
Person-Centered Process	Case Management	Written Counseling				1	0	0	0	0	0
Mental health services suited to condition	Case Management	Written Counseling				1	0	0	0	0	0
Mental health services suited to condition	Other	Verbal Reprimand				0	1	0	0	0	1
Mental health services suited to condition	Other	Written Reprimand	Other	Training		0	1	0	0	0	1
Mental health services suited to condition	Case Management	Written Counseling				1	0	0	0	0	0
Mental health services suited to condition	Residential MI & DD	Written Reprimand	Training			1	0	0	0	0	0
Dignity and respect	Residential MI & DD	Written Counseling				1	1	0	0	0	1
Abuse class II - nonaccidental act	Residential MI & DD	Employment Termination	Training			1	0	0	0	0	0
Dignity and respect	Residential MI & DD	Employment Termination	Training			1	0	0	0	0	0
Neglect class III	Other	Employment Termination				0	1	0	1	0	0
Disclosure of confidential information	Other	Employment Termination				0	1	0	1	0	0
Neglect class III	Residential DD	Employment Termination				0	1	0	0	0	1
Abuse class II - emotional harm	Residential MI & DD	Employee left the agency, but substantiated	Training			0	1	0	0	0	1
Family dignity & respect	Other	Written Counseling	Training			0	1	0	0	0	1
Mental health services suited to condition	Case Management	Written Counseling	Training			0	1	0	0	0	0
Mental health services suited to condition	Out Patient	Verbal Counseling	Other			0	1	0	0	0	0
Abuse class III	Residential MI & DD	Employment Termination				1	2	0	0	0	2
Neglect class III	Residential DD	Staff Transfer	Written Counseling			0	1	0	0	0	1
Mental health services suited to condition	Other	Written Counseling				0	1	0	0	0	0

REMEDATION TOTALS	
Verbal Counseling	6
Written Counseling	20
Verbal Reprimand	4
Written Reprimand	12
Suspension	12
Demotion	0
Staff Transfer	4
Training	44
Employment Termination	15
Employee left the agency, but substantiated	13
Contract Action	1
Policy Revision/Development	10
Environmental Repair/Enhancement	0
Plan of Service Revision	1
Recipient Transfer to Another Provider/Site	0
Other	4
Pending	0
None	0

POPULATION TOTALS	
MI	37
DD	66
SED	2
SED-W	2
DD-CWP	0
HSW	37

PROVIDER TOTALS	
Out Patient	3
Residential MI	2
Residential DD	2
Residential MI & DD	45
Inpatient	0
Day Program MI	0
Day Program DD	0
Workshop (prevocational)	0
Supported Employment	0

Section II: intervention & investigation substantiation data for: **LifeWays**

Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	MI	DD	SED	SED-W	DD-CWP	HSW
Neglect class III	Residential MI & DD	Verbal Reprimand	Training								
Abuse class II - unreasonable force	Residential MI & DD	Suspension	Training	Employee left the agency, but substantiated		1	1	0	0	0	1
Neglect class II - failure to report	Residential MI & DD	Written Reprimand	Training			0	1	0	0	0	0
Abuse class III	Residential MI & DD	Employee left the agency, but substantiated	Suspension	Training		0	1	0	0	0	0
Abuse class III	Residential MI & DD	Suspension	Employee left the agency, but substantiated	Training		0	1	0	0	0	0
Abuse class III	Residential MI & DD	Suspension	Employee left the agency, but substantiated	Training		1	0	0	0	0	0
Neglect class III - failure to report	Residential MI & DD	Written Reprimand	Training			1	0	0	0	0	0
Abuse class III	Residential MI & DD	Suspension	Employee left the agency, but substantiated	Training		1	0	0	0	0	0
Neglect class III - failure to report	Residential MI & DD	Written Reprimand	Training			1	0	0	0	0	0
Mental health services suited to condition	Case Management	Policy Revision/Development				0	1	0	0	0	0
Person-Centered Process	Case Management	Verbal Counseling				1	0	0	0	0	0
Abuse class II - unreasonable force	Out Patient	Employee left the agency, but substantiated	Training			0	1	0	0	0	0
Abuse class II - nonaccidental act	Residential MI	Suspension	Training	Written Reprimand	Employee left the agency, but substantiated	0	1	0	0	0	1
Abuse class I	Residential MI & DD	Employment Termination				1	0	0	0	0	0
Dignity and respect	Other	Employee left the agency, but substantiated	Training			0	1	0	0	0	0
Neglect class III	Residential MI & DD	Written Counseling	Training			0	1	0	0	0	1
Dignity and respect	Residential MI & DD	Suspension				0	1	0	0	0	1
Neglect class II	Residential MI & DD	Policy Revision/Development				0	1	0	0	0	1
Abuse class II - unreasonable force	Residential MI & DD	Suspension	Employee left the agency, but substantiated	Training		0	1	0	0	0	1
Dignity and respect	Residential MI & DD	Written Reprimand	Employee left the agency, but substantiated	Training		0	1	0	0	0	1
Mental health services suited to condition	Other	Policy Revision/Development				0	1	0	0	0	0
Abuse class III	Other	Employment Termination				1	0	0	0	0	0
Neglect class III	Residential MI & DD	Written Counseling	Staff Transfer	Training		0	2	0	0	0	1
Dignity and respect	Other	Employment Termination				1	0	0	0	0	0
Abuse class III	Other	Employment Termination				1	0	0	0	0	0
Mental health services suited to condition	Case Management	Policy Revision/Development	Contract Action			1	0	0	0	0	0
Dignity and respect	Residential MI & DD	Written Counseling	Training			1	0	0	0	0	0
Dignity and respect	Residential MI & DD	Written Counseling	Training			1	0	0	0	0	0
Mental health services suited to condition	Case Management	Training				1	0	0	0	0	0
Person-Centered Process	Other	Training	Verbal Counseling			1	0	0	0	0	0
Dignity and respect	Residential MI & DD	Plan of Service Revision	Employee left the agency, but substantiated	Written Reprimand	Training	1	0	0	0	0	0
Neglect class II	Residential MI & DD	Written Reprimand	Training			1	0	0	0	0	0
Mental health services suited to condition	Other	Policy Revision/Development				0	0	0	0	0	0
Mental health services suited to condition	Residential MI & DD	Employee left the agency, but substantiated				0	6	0	0	0	6
Dignity and respect	ACT	Verbal Counseling				1	0	0	0	0	0
Mental health services suited to condition	Residential MI & DD	Written Reprimand				0	1	0	0	0	1
Person-Centered Process	Other	Training				0	0	1	0	0	0
Abuse class II - nonaccidental act	Residential MI & DD	Employment Termination				0	1	0	0	0	0
Dignity and respect	Other	Verbal Counseling	Training			0	1	0	0	0	0
Neglect class III	Residential MI & DD	Training				0	1	0	0	0	1

REMIEDIATION TOTALS	
ACT	3
Case Management	11
Psychosocial Rehabilitation	0
Partial Hospitalization	0
SIP	3
Crisis Center	0
Children's Foster Care	0
Clubhouse/Drop-in Center	0
Respite Homes	0
Other	19

Section II: intervention & investigation substantiation data for: **LifeWays**

Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	MI	DD	SED	SED- W	DD- CWP	HSW
Mental health services suited to condition	Case Management	Training				1	0	0	0	0	0
Dignity and respect	Residential MI & DD	Training				0	1	0	0	0	1
Dignity and respect	ACT	Training	Written Reprimand			1	0	0	0	0	0
Dignity and respect	Out Patient	Written Counseling	Training			0	1	0	0	0	0
Dignity and respect	Residential MI & DD	Suspension	Training			0	1	0	0	0	0
Disclosure of confidential information	Residential MI & DD	Written Counseling				1	0	0	0	0	0
Abuse class II - unreasonable force	SIP	Employment Termination				0	2	0	0	0	0
Mental health services suited to condition	Residential MI & DD	Suspension				1	0	0	0	0	0

REMIEDIATION TOTALS

LifeWays

SECTION III: DESIRED OUTCOMES FOR THE PROGRESS OF PREVIOUS OUTCOMES

OFFICE &

Progress on Outcomes established by the office for FY 20/21. Pick from the drop-down in Outcome and indicate if goal was accomplished, was accomplished, discontinued, or remains ongoing. Checking ongoing will result in that outcome being self-populated in the FY 21/22 goal section below.

1 **ORR will coordinate quarterly meetings between LifeWays, Jackson County Probate Court, Jackson County Prosecuting Attorney's Office, and Henry Ford Allegiance Health to ensure standards for court deferrals are met and barriers addressed.**

Outcome:

2 **Training for the Recipient Rights Advisory Committee members.**

Outcome:

3 **ORR to complete Substance Use Disorder (SUD) training.**

Outcome:

4 **ORR will do monthly Rights Habits that will be code related education. This will be sent to LifeWays staff and to the Provider Network.**

Outcome:

5 **ORR will develop a process to work with each contracted LPH/U to encourage compliance with the Mental Health Code requirement to submit copies of their investigative reports for review.**

Outcome:

Outcomes established by the office for NEXT FY

1 **Training for the Recipient Rights Advisory Committee members.**

2 **ORR to complete Substance Use Disorder (SUD) training.**

3 **ORR will do monthly Rights Habits that will be code related education. This will be sent to LifeWays staff and to the Provider Network.**

4 **ORR will develop a process to work with each contracted LPH/U to encourage compliance with the Mental Health Code requirement to submit copies of their investigative reports for review.**

5

LifeWays

SECTION IV: RECOMMENDATIONS TO THE GOVERNING BOARD

The ORR & Advisory Committee recommends the following:

1. The ORR will develop a process to recruit and retain consumers and family member of consumers to the Recipient Rights Advisory Committee. ORR will demonstrate the value of their input and time.

2.

3.

4.

5.

