

HEALTHWEST

PROGRAM/PERSONNEL MEETING MINUTES

**August 11, 2023
8:00 a.m.**

**376 E. Apple Ave.
Muskegon, MI 49442**

CALL TO ORDER

The regular meeting of the Program/Personnel Committee was called to order by Chair Natte at 8:00 a.m.

ROLL CALL

Members Present: Cheryl Natte, Janet Thomas, Janice Hilleary, Tamara Madison, Thomas Hardy

Members Absent: Stephanie Umlor, Cassandra Kitchen

Staff Present: Holly Brink, Tasha Percy, Shannon Morgan, Cyndi Blair, Amber Berndt, Melina Barrett, Rich Francisco, Linda Wagner, Suzanne Beckeman, Gordon Peterman, Justine Belvitch, Justine Tufts, Urbain Ndoye, Kristina Baas

Guests Present: Kristen Wade, John Weerstra

MINUTES

It was moved by Ms. Thomas, seconded by Mr. Hardy, to approve the minutes of the June 9, 2023 meeting as written.

MOTION CARRIED.

PUBLIC COMMENT (ON AN AGENDA ITEM)

There was no public comment.

ITEMS FOR CONSIDERATION

There was no items for consideration.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATION

Kristina Baas, Quality Improvement Project Manager, provided the Staff Satisfaction Survey Results.

DIRECTOR'S COMMENTS

Executive Director, Rich Francisco, gave an update. He is working on program updates and putting a structure to the Quality Improvement team. Mr. Francisco completed a KATA training session recently. This was essentially a "Train the Trainers" session, to continue training within the agency and working towards improvement. We have a few projects ahead of us already and beginning planning sessions for those. Mr. Francisco shared that the LRE site review is scheduled for September 12th – 14th. Mr. Francisco did share that he would like to bring a group of Directors to Full Board to present their programs and where they are at with them. At this time there are no significant changes planned for the organizational structure of HealthWest.

AUDIENCE PARTICIPATION

Mr. John Weerstra from the community introduced himself and provided his background and knowledge of community mental health. Mr. Weerstra also said that we can expect to see him in attendance regularly.

ADJOURNMENT

There being no further business to come before the board, the meeting adjourned at 8:25 a.m.

Respectfully,

Cheryl Natte
Program/Personnel Committee Chair

CN/hb

***PRELIMINARY MINUTES
To be approved at the Program/Personnel Committee Meeting on
October 13, 2023***



PROGRAM AND PERSONNEL COMMITTEE

**Friday, August 11, 2023
8:00 a.m.**

376 E. Apple Ave., Muskegon, MI 49442

**Program and Personnel Committee Chair: Cheryl Natte
Program and Personnel Committee Vice-Chair: Janice Hilleary**

AGENDA

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|-----|--|-------------|
| 1) | Call to Order | Action |
| 2) | Approval of Agenda | Action |
| 3) | Approval of the Minutes of June 9, 2023
(Attachment #1 – pg. 1-2) | Action |
| 5) | Public Comment (on an agenda item) | |
| 6) | Items for Consideration | |
| 7) | Old Business | |
| 8) | New Business | |
| 9) | Communication / Director's Report | |
| | A) Staff Satisfaction Survey Results – Kristina Baas | Information |
| | B) Director's Update – Rich Francisco | Information |
| 10) | Audience Participation / Public Comment | |
| 11) | Adjournment | Action |

/hb

Main Office

376 E. Apple Ave. | Muskegon, MI 49442 | P (231) 724-1111 | F (231) 724-3659

HealthWest.net

HEALTHWEST
PROGRAM/PERSONNEL MEETING MINUTES

June 9, 2023
8:00 a.m.

376 E. Apple Ave.
Muskegon, MI 49442

CALL TO ORDER

The regular meeting of the Program/Personnel Committee was called to order by Chair Natte at 8:03 a.m.

ROLL CALL

Members Present: Steph Umlor, Cheryl Natte, Janet Thomas, Janice Hilleary, Tamara Madison

Staff Present: Holly Brink, Tasha Percy, Shannon Morgan, Cyndi Blair, Amber Berndt, Matt Plaska, Jackie Farrar, Melina Barrett, Rich Francisco, Linda Wagner, Linda Cloz, Suzanne Beckeman, Gordon Peterman, Stephanie Baskin, Gary Ridley

Guests Present: Kristen Wade

MINUTES

It was moved by Ms. Umlor, seconded by Ms. Hilleary, to approve the minutes of the May 5, 2023 meeting as written.

MOTION CARRIED.

PUBLIC COMMENT (ON AN AGENDA ITEM)

There was no public comment.

ITEMS FOR CONSIDERATION

It was moved by Ms. Umlor, seconded by Ms. Hilleary, to authorize the policy and procedural changes for New Provider Orientation, effective June 1, 2023.

MOTION CARRIED.

It was moved by Ms. Thomas, seconded by Ms. Umlor, to authorize the policy and procedural changes for Provider Capacity and Services, effective June 1, 2023.

MOTION CARRIED.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATION

Matt Plaska provided the Key Performance Indicator Report. Ms. Blair gave an update on the CMHA Summer Conference.

DIRECTOR'S COMMENTS

Executive Director, Rich Francisco, gave an update. He has in-person meetings scheduled for next week with individual leaders in the agency. He will also be resuming the Leadership Team meetings. Mr. Francisco is looking forward to seeing what makes HealthWest unique from other CMH agencies.

AUDIENCE PARTICIPATION

There was no audience participation or public comment.

ADJOURNMENT

There being no further business to come before the board, the meeting adjourned at 8:26 a.m.

Respectfully,

Cheryl Natte
Program/Personnel Committee Chair

CN/hb

***PRELIMINARY MINUTES
To be approved at the Program/Personnel Committee Meeting on
July 14, 2023***

HEALTHWEST

RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING MINUTES

**Friday, August 11, 2023
8:00 a.m.
376 E. Apple Ave., Muskegon, MI 49442**

CALL TO ORDER

The regular meeting of the Recipient Rights Advisory Committee was called to order by Vice Chair Hardy at 8:26 a.m.

ROLL CALL

Members Present: Janice Hilleary, Janet Thomas, Tamara Madison, Cheryl Natte, Thomas Hardy

HealthWest Staff Present: Holly Brink, Tasha Percy, Shannon Morgan, Cyndi Blair, Amber Berndt, Melina Barrett, Rich Francisco, Linda Wagner, Suzanne Beckeman, Gordon Peterman, Justine Belvitch, Justine Tufts

Guest Present: Kristen Wade, John Weerstra

APPROVAL OF MINUTES

It was moved by Ms. Natte, seconded by Ms. Hilleary, to approve the minutes of the June 9, 2023 meeting as written.

MOTION CARRIED.

ITEMS FOR CONSIDERATION

A. Motion to Accept Recipient Rights Reports for June 2023 / July 2023

It was moved by Ms. Thomas, seconded by Ms. Hilleary, to approve the Recipient Rights Reports for June 2023 / July 2023.

MOTION CARRIED.

For the months of June 2023 / July 2023, there were 91 HealthWest and 24 provider employees trained:

Rights Updates HealthWest	64
Rights Updates Provider	1
New Employee Training HealthWest/Contracted	19
New Employee Training Provider	18
SUD Recipient Rights Orientation Employee	8
SUD Recipient Rights Orientation Provider	5

For the months of June 2023 / July 2023 there were 791 incident reports and 23 rights allegations.

Statistical data showing type and code was provided in the enclosed report.

There were a total of 8 deaths reported in June 2023 / July 2023.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATIONS

There was no communication.

DIRECTOR'S COMMENTS

Rich Fracisco, Executive Director, gave an update regarding the recent completion of his Recipient Rights training required by MDHHS. His completion of this training maintains our compliance with MDHHS.

AUDIENCE PARTICIPATION / PUBLIC COMMENT

Mr. John Weerstra questioned if there were any investigation open past 90 days. Our Recipient Rights Officer, Linda Wagner, confirmed that we do not have any investigations still open past 90 days.

ADJOURNMENT

There being no further business to come before the committee, the meeting adjourned at 8:38 a.m.

Respectfully,

Thomas Hardy
HealthWest Rights Advisory Committee Vice Chair

TH/hb

***PRELIMINARY MINUTES
To be approved at the Rights Advisory Committee Meeting of
October 13, 2023***



RECIPIENT RIGHTS ADVISORY COMMITTEE

August 11, 2023 – 8:00 a.m.

376 E. Apple Ave. Muskegon, MI 49442

Zoom: <https://healthwest.zoom.us/j/92247046543?pwd=ZXY0QnFPVGc5UVZENIRwcExTTmdvdz09>

Join by Phone: (312) 626-6799, 92718779426#

Recipient Rights Committee Chair: Stephanie Umlor
Recipient Rights Committee Vice-Chair: Thomas Hardy

AGENDA

- | | | |
|-----|---|--------|
| 1) | Call to Order | Quorum |
| 2) | Approval of Agenda | Action |
| 3) | Approval of the Minutes of June 9, 2023
(Attachment #1 – pg. 1-2) | Action |
| 4) | Public Comment (on an agenda item) | |
| 5) | Items for Consideration | |
| | A) Motion to Accept Recipient Rights Bi-Monthly Report for
April 2023 / May 2023
(Attachment #2 – pg. 3-13) | Action |
| 6) | Old Business | |
| 7) | New Business | |
| 8) | Communication / Director's Report | |
| 9) | Audience Participation / Public Comment | |
| 10) | Adjournment | Action |

/hb

Main Office

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HEALTHWEST**RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING MINUTES****Friday, June 9, 2023****8:00 a.m.****376 E. Apple Ave., Muskegon, MI 49442****CALL TO ORDER**

The regular meeting of the Recipient Rights Advisory Committee was called to order by Chair Umlor at 8:27a.m.

ROLL CALL

Members Present: Janice Hilleary, Stephanie Umlor, Janet Thomas, Tamara Madison, Cheryl Natte

HealthWest Staff Present: Holly Brink, Tasha Percy, Shannon Morgan, Cyndi Blair, Amber Berndt, Matt Plaska, Gary Ridley, Melina Barrett, Gordon Peterman, Linda Wagner, Jackie Farrar, Rich Francisco, Linda Closz, Suzanne Beckeman, Stephanie Baskin

Guest Present: Kristen Wade, Larry Spataro

APPROVAL OF MINUTES

It was moved by Ms. Thomas, seconded by Ms. Hilleary, to approve the minutes of the April 14, 2023 meeting as written.

MOTION CARRIED.**ITEMS FOR CONSIDERATION****A. *Motion to Accept Recipient Rights Reports for April 2023 / May 2023***

It was moved by Ms. Hilleary, seconded by Ms. Natte, to approve the Recipient Rights Reports for April 2023 / May 2023.

MOTION CARRIED.

For the months of April 2023 / May 2023, there were 70 HealthWest and 17 provider employees trained:

Rights Updates HealthWest	47
Rights Updates Provider	4
New Employee Training HealthWest/Contracted	21
New Employee Training Provider	15
SUD Recipient Rights Orientation Provider	1

For the months of April 2023 / May 2023 there were 783 incident reports and 17 rights allegations.

Statistical data showing type and code was provided in the enclosed report.

There were a total of 7 deaths reported in April 2023 / May 2023.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATIONS

There was no communication.

DIRECTOR'S COMMENTS

There was no comment from the Director.

AUDIENCE PARTICIPATION / PUBLIC COMMENT

Mr. Spataro gave a brief update and wanted to thank Linda Wagner for her hard work, and commitment to our consumers.

ADJOURNMENT

There being no further business to come before the committee, the meeting adjourned at 8:38 a.m.

Respectfully,

Stephanie Umlor
HealthWest Rights Advisory Committee Chair

SU/hb

***PRELIMINARY MINUTES
To be approved at the Rights Advisory Committee Meeting of
August 11, 2023***

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE Recipient Rights Advisory Committee	BUDGETED X	NON-BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Administration	REQUEST DATE August 11, 2023	REQUESTOR SIGNATURE Linda Wagner, Recipient Rights Officer	
SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)			
<p>Approval is requested to accept the Recipient Rights Reports of June 2023 and July 2023. The report includes:</p> <ul style="list-style-type: none"> • Training sessions conducted by the Rights Office from June 1, 2023 through July 31, 2023. • Site Reviews from June 7, 2023 through July 28, 2023. • Incident Reports and Rights Allegations for June 1, 2023 through July 31, 2023. • Formal Complaints and Interventions for June 1, 2023 through July 31, 2023. • Deaths reported for June 6, 2023 through July 27, 2023. 			
SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)			
I move to approve the Recipient Rights Reports for the months of June 1, 2023 through July 31, 2023.			
COMMITTEE DATE August 11, 2023	COMMITTEE APPROVAL _____ Yes _____ No _____ Other		
BOARD DATE August 25, 2023	BOARD APPROVAL _____ Yes _____ No _____ Other		



BI-MONTHLY RECIPIENT RIGHTS REPORT

Date: August 11, 2023
To: Recipient Rights Advisory Committee
From: The Office of Recipient Rights
Subject: Recipient Rights Report for June and July 2023

I. TRAINING

- A. June 1, 2023, SUD Orientation was provided for 1 HealthWest employee.
- B. June 9, 2023, Annual Recipient Rights Update was provided for 27 HealthWest Employees and 1 Provider Employee.
- C. June 15, 2023, New Employee Training was provided for 4 HealthWest Employees and 3 Provider Employees.
- D. June 27, 2023, SUD Orientation for 5 Muskegon Recovery Center Cherry Health employees.
- E. June 28, 2023, New Employee Training for 4 HealthWest and 4 Provider employees.
- F. July 13, 2023, New Employee Training for 5 HealthWest and 7 Provider employees.
- G. July 14, 2023, Rights Update for 19 HealthWest employees.
- H. July 19, 2023, Rights Update for 18 Finance/Contracts HealthWest employees.
- I. July 20, 2023, Rights Update for 9 SUD Supports Coordination HealthWest staff.
- J. July 26, 2023, New Employee Training for 4 HealthWest and 4 Provider employees.

Ninety-one HealthWest and 24 Provider employees were trained for the months of June and July.

II. SITE REVIEWS

- A. June 7, 2023, Club Interactions, Drop-in Center HealthWest
- B. June 7, 2023, Folkert Community Hub outpatient HealthWest

- C. June 7, 2023, Mental Health Center other HealthWest
- D. June 7, 2023, Crisis Residential crisis center HealthWest
- E. June 7, 2023, Office Based Services-Terrace Street other HealthWest.
- F. June 7, 2023, Terrace Plaza 1st floor and 4th floor other HealthWest
- G. June 16, 2023, Joseph's House Mixed Residential Covenant Enabling Residences of Michigan Inc
- H. June 16, 2023, Mary's House Mixed Residential Covenant Enabling Residences of Michigan Inc
- I. June 16, 2023, FaHoLo Family Home Residential DD FaHoLo Family Inc.
- J. June 20, 2023, Harris Building-LEAD other HealthWest
- K. June 20, 2023, MCA outpatient HealthWest
- L. June 20, 2023, MOKA Building-2nd Floor other HealthWest
- M. June 26, 2023, Hansen residential DD Samaritas
- N. June 26, 2023, Horton (Woodridge) residential DD Samaritas
- O. June 26, 2023, Ducey mixed residential Samaritas
- P. June 26, 2023, Brooks mixed residential Samaritas
- Q. June 27, 2023, Beachwood Dunes mixed residential MOKA Non-Profit Services Corp.
- R. June 28, 2023, Eastwood Cottage I mixed residential Turning Leaf Residential Rehabilitation Services
- S. June 29, 2023, Walker AIS residential DD HGA Non-Profit Homes Inc.\
- T. June 29, 2023, Schaffer residential DD HGA Non-Profit Homes Inc.
- U. June 29, 2023, Black Creek Cove mixed residential HGA Non-Profit Homes Inc.
- V. June 29, 2023, Lilac residential DD HGA Non-Profit Homes Inc.
- W. June 29, 2023, Virginia's House mixed residential HGA Non-Profit Homes Inc.

- X. June 29, 2023, Amanda residential DD FaHoLo Family Inc.
- Y. June 29, 2023, Skyline mixed residential MOKA Non-Profit Services Corp.
- Z. June 30, 2023, Sheridan residential DD Pioneer Resources
- AA. June 30, 2023, Ruddiman residential DD Pioneer Resources
- BB. June 30, 2023, Riverwood residential DD Pioneer Resources
- CC. June 30, 2023, J.B.C. Home mixed residential Overcoming Barriers, Inc.
- DD. June 30, 2023, Sophia residential DD MOKA Non-Profit Services Corp.
- EE. July 18, 2023, Crescent mixed residential MOKA Non-Profit Services Corp.
- FF. July 18, 2023, Slocum residential DD MOKA Non-Profit Services Corp.
- GG. July 18, 2023, Mill Iron mixed residential Pioneer Resources
- HH. July 27, 2023, out of county Your Always at Home AFC
- II. July 28, 2023, Oxford Circle mixed residential MOKA Non-Profit Services Corp.

STATISTICAL INFORMATION

The Office of Recipient Rights reviewed 791 incident reports and 23 rights allegations for the months of June and July.

III. FORMAL INVESTIGATIONS

Old Business:

- A. March 29, 2023, out of county White Pine Cottage residential DD Turning Leaf Behavioral Health Services. Staff was sleeping on the couch while watching a movie with a Recipient. **The investigation into the allegation of NEGLECT-CLASS III is SUBSTANTIATED. The Staff involved was terminated from employment.**
- B. March 30, 2023, out of county The Lodge mixed residential Beacon Specialized Living Services a Staff was found sleeping on the couch when the Home Manager and Assistant Home Manager entered the home. **The investigation into the allegation of NEGLECT-CLASS III is NOT SUBSTANTIATED.**

- C. March 30, 2023, Slocum residential DD MOKA Non-Profit Services Corp. Staff posted a photo of a Recipient on her Facebook page. **The investigation into the allegation of DISCLOSURE OF CONFIDENTIAL INFORMATION IS SUBSTANTIATED. The Staff involved was given a written reprimand.**
- D. April 18, 2023, Brooks residential DD Samaritas Manager arrived at the home and found only one staff when there should have been two. **The investigation into the allegation of NEGLECT-CLASS III was SUBSTANTIATED. The Staff was terminated from employment.**
- E. April 21, 2023, out of county Beacon Harbor of Saginaw residential MI Beacon Specialize Living Services a Recipient said that a Staff disclosed to her that they cut themselves and the Recipient went to her room and cut herself and then showed it to the staff. An Incident Report was written by another Staff discussing the conversation, but there was no Incident Report written about the Recipient cutting herself and showing it to the staff. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION was SUBSTANTIATED. The Staff received verbal counseling and required to complete additional training.**
- F. April 27, 2023, MI Adult Supports Coordination case management HealthWest a Recipient alleged that Staff went into her private therapy notes, interpreted them for herself and did not ask her therapist any questions then discussed this with her Mental Health Court Case Worker. **The investigation into the allegation of DISCLOSURE OF CONFIDENTIAL INFORMATION was not SUBSTANTIATED.**
- K. April 28, 2023, HealthWest outpatient HealthWest a Recipient's Parent does not feel Staff is treating them with respect or dignity or providing the services that are needed. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION was not SUBSTANTIATED. FAMILY RIGHTS TO RESPECT AND DIGNITY was SUBSTANTIATED. The employee involved received verbal counselling and will receive additional training.**
- L. April 26, 2023, Eastwood II mixed SIL Turning Leaf Behavioral Health Services Staff are not following treatment plans or following proper procedures for safe/appropriate transfers. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION was SUBSTANTIATED. Staff will receive additional training.**
- M. May 08, 2023, HealthWest outpatient HealthWest a Recipient's Parent does not feel that HealthWest has adequate crisis and behavioral management services. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION was NOT SUBSTANTIATED.**
- N. May 08, 2023, Slocum residential DD MOKA Non-Profit Services Corp. a Recipient told staff that he overheard another staff yelling the night before that kept him awake and made him uncomfortable. **The investigation into the allegation of MENTAL**

- HEALTH SERVICES SUITED TO CONDITION is SUBSTANTIATED. The Staff involved was given a written reprimand and required to complete additional training.**
- O. May 17, 2023, Endeavors II ^{skill building} MOKA Non-Profit Services Corp. a Recipient was brought home in a soiled brief. They were not cleaned up, but their pants were pulled up over the feces. **The investigation into DIGNITY AND RESPECT was NOT SUBSTANTIATED.**
- P. May 19, 2023, Slocum ^{residential DD} MOKA Non-Profit Services Corp. while working, a Staff had a fire at her home and against supervisors' direction, took several Recipients with her to go check on it. **The investigation into the allegation of SAFE, SANITARY AND HUMANE TREATMENT ENVIRONMENT is SUBSTANTIATED. The Staff involved was terminated.**
- Q. May 22, 2023, Ducey ^{residential DD} Samaritas a Recipient was with his family, and they reported that he was unshaven, his nails needed to be clipped and he had fecal matter in his pants. Allegedly, is that this has been an ongoing issue. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is NOT SUBSTANTIATED.**
- R. May 23, 2023, Slocum ^{residential DD} MOKA Non-Profit Services Corp. a Community Member contacted MOKA staff stating a Recipient was seen in public after being incontinent. The Community Member said they made the staff aware of the issue and the staff member thanked them and continued to shop and did not immediately leave to attend to the Recipient's issue. **The investigation into the allegation of DIGNITY AND RESPECT is NOT SUBSTANTIATED.**

New Business:

- A. June 1, 2023, ^{out of county} Rocking Horse Ranch ^{residential DD}, Rocking Horse Ranch AFC a Recipient was missing six-5mg Diazepam (a controlled substance) from the home's locked medication cabinet. The medication has been missing since 02-23-2023 when the last medication was passed. A police report was filed. **The investigation into the allegation of PERSONAL PROPERTY-POSSESSION & USE is SUBSTANTIATED. All the staff in the home underwent drug tests, received additional training, and will be closely monitored.**
- B. June 16, 2023, Folkert Community Hub, ^{outpatient} HealthWest a Recipient and his family came in for family training regarding Autism Service. The Recipient had a soiling accident and did not want to come in. A Masters Level Clinician sent the Recipient's Mother to the meeting area where the Masters Level Clinician asked the Recipient to come in and change his clothes. The Recipient refused. The Masters Level Clinician left the Recipient alone in the entry way to the parking lot telling him he could come in when he was ready. The receptionist was present, but the Recipient was not in their

- line of sight, nor had she been inserviced on the Recipient's treatment plan. **The allegation of SAFE, SANITARY HUMANE TREATMENT ENVIRONMENT is NOT SUBSTANTIATED.**
- C. June 22, 2023, Mararebecah residential DD Samaritas a Staff removed the Recipient's Bliss Board, which allows her to communicate, telling the Recipient she did not want to speak with her. **The allegation of PERSONAL PROPERTY – LIMITATIONS is SUBSTANTIATED. The Staff received a written reprimand.**
- D. July 6, 2023, Mararebecah AFC residential DD Samaritas the Recipients have urinary tract infections and did not receive timely treatment. **The allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is NOT SUBSTANTIATED.**
- E. July 10, 2023, Ducey residential DD Samaritas Staff had to go to pick up groceries the Recipient did not want to go. The other Staff left with 3 other Recipients and came back. The Recipient got into the van deciding he wanted to go. The Recipient got out of the van, and another Staff and Recipient were trying to get him back into the van forcefully after he refused multiple times. The other Staff was screaming at the Recipient and again and attempted to shove him into the van. The Recipient sat back down in the van, and they went to the grocery store. **The allegation of ABUSE II – UNREASONABLE FORCE is NOT SUBSTANTIATED.**
- F. July 12, 2023, out of county West Lake Cottage III mixed residential Hope Network Cottage III the Recipient was missing \$190.00. **The allegation of POSSESSION AND USE is SUBSTANTIATED. The Recipient was reimbursed, and the Policy was changed to limit the number of people with access to the money.**
- G. July 14, 2023, Mill Iron mixed residential Pioneer Resources on June 29, 2023, during second shift (6p-10pm), Staff found the Recipient had symptoms consistent with a urinary tract infection. At 9:11pm, Staff talked to the home manager and was instructed to bring the Recipient home because there was still a 2 hour wait to be roomed. Staff talked to the employees at the registration desk about leaving, and was informed that the Recipient was next in line to be roomed, which should happen in the next 15 minutes. The Staff called the home manager and was instructed to bring the Recipient home, because we don't know how long he would be in the room waiting. Staff was told by the home manager, if he continued to have symptoms, she would send him back in the morning. **The allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is NOT SUBSTANTIATED.**
- H. July 10, 2023, Wraparound outpatient HealthWest during a Wraparound meeting on June 22, 2023, Community Living Supports was not offered to the family or discussed as an option even when it was brought up as an SED service array. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is not complete.**

- I. July 10, 2023, Wraparound outpatient HealthWest on June 29, 2023, the family requested therapeutic foster care which is an SED Waiver service. The family was told therapeutic foster care is not an available service. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is not complete.**
- J. July 10, 2023, Wraparound outpatient HealthWest residential treatment was recommended by the HealthWest team. A referral to Psychiatric Residential Treatment Facility (PRTF) was requested. The Recipient's mother was told that PRTFs do not exist in Michigan. Although this is true, PRTF is a Medicaid covered level of care when it is medically necessary. When a provider is not available in network, the CMH must look out of network and even out of state in order to secure services. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is not complete.**
- K. July 10, 2023, Wraparound outpatient HealthWest during a Wraparound meeting on June 22, 2023, family was told Medicaid does not provide transportation to medical appointments to minors. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is not complete.**
- L. July 10, 2023, Wraparound outpatient HealthWest during a Wraparound meeting on June 22, 2023, the family was told HealthWest does not have available respite providers. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is not complete.**
- M. July 10, 2023, Wraparound outpatient HealthWest the family lacks a Person Centered Plan that addresses the needs for this family in all life domains. The Recipient could be released from detention after violently attacking his mother. There is no plan to ensure his psychiatric stability or the safety of the youth or the family. The family is in crisis after experiencing significant trauma. The needs of siblings after experience family trauma must also be considered. Current IPOS does not address known risks or aggression, violence, emotional deregulation, elopement, threats of violence in the community, property destruction, or symptoms which could be considered psychotic in nature. The intensity and severity of needs are not addressed with appropriate amount, scope, and duration, because of the lack of clarity around severity of need, interventions are not appropriate to condition, For example, interventions such as jumping jacks and ripping phone books discussed in June 22, 2023, Wraparound meeting are not adequate interventions 1) when the mom has stated they have not worked in the past and 2) youth can quickly deregulate to the point of no longer being able to maintain emotional control. **The investigation into the allegation of WRITTEN PLAN OF SERVICE (PERSON-CENTERED PLANNING) is not complete.**
- N. July 10, 2023, Wraparound outpatient HealthWest the family lacks a Safety Plan/Crisis Plan that addresses the needs of this family. The Recipient could be released from

- detention after violently attacking his mother. The family is in crisis after experiencing trauma. The needs of the youth, the younger siblings, and the mother must be considered especially after they experience significant family trauma. There were many unsafe situations that led to hospitalizations and placement in detention. The safety plan does not address known risks or aggression, violence, emotional deregulation, elopement, threats of violence in the community, property destruction, or symptoms which could be considered psychotic in nature. The family needs a Safety Plan/Crisis plan that takes into account: -The triggers (situations, circumstances) that have resulted in the consumer/family experiencing a crisis in the past -Past signs, symptoms, prodromal, behaviors, observations, changes that have served as indicators of a potential crisis -What has been effective in reducing the severity of the crisis in the past -What could lead to a crisis and what supports could be provided to prevent or assist the consumer/family with the crisis -How to ensure safety of younger siblings during risk of violence. **The investigation into the allegation of WRITTEN PLAN OF SERVICE (PERSON-CENTERED PLANNING) is not complete.**
- O. July 10, 2023, Wraparound outpatient HealthWest the CANS/CAFAS scoring is lower than what is documented in the comments sections of each category. The scoring of the CAFAS is unclear. There were many unsafe situations that led to hospitalizations and placement in detention. Risks include aggression, violence, safety of younger siblings, emotional deregulation, elopement, threats of violence in the community and at school, property destruction, or symptoms which could be considered psychotic in nature. In many circumstances, even when these risks are documented in comments, the scoring remained a 0 or 1 even though there are extreme behaviors and significant needs. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is not complete.**
- P. July 10, 2023, Wraparound outpatient HealthWest Independent Facilitation was not offered to the family as required even though it is an essential element of the person centered planning process per the MDHHS BEHAVIORAL HEALTH AND DEVELOPMENT DISABILITIES ADMINISTRATION PERSON-CENTERED PLANNING PRACTICE GUIDELINE. -When the family requested independent facilitation, the family was told by wraparound facilitator. The family was told by HealthWest Staff that HealthWest does not have services that allow families to utilize the choice voucher to hire their own employees, however wraparound is not a service that can be vouchered. **The investigation into the allegation of WRITTEN PLAN OF SERVICE (PERSON-CENTERED PLANNING) is not complete.**
- Q. July 21, 2023, Muskegon Merriam Launch Pad DD Day Program MOKA Non-Profit Services Corp. the Recipient was on an outing in Rockford at the Rockford Dam Overlook under the care of two Staff. The Recipient was in a wheelchair for his outing for unknown reasons as the Recipient is able to walk and does not usually use a wheelchair. Staff had parked the Recipient at the top of an incline with his brakes locked. While Staff were assisting the others, another Recipient unlocked the Recipient's brakes, and he rolled down the incline and fell into the reeds and water

getting the Recipient wet and dirty. **The allegation of SAFE, SANITARY AND HUMANE TREATMENT ENVIRONMENT is SUBSTANTIATED. The plan has not been received.**

IV. INTERVENTIONS

Old Business:

- A. April 1, 2023, Preferred Employment & Living Supports (PELS) CLS Preferred Employment & Living Supports the Supervisor claimed the Guardians of a Recipient were unhappy with the staff assigned to their daughter. **NO RIGHT INVOLVED the issues fall within the scope of PELS Personnel.**
- B. April 20, 2023, MI case management HealthWest a Recipient was unhappy with the Staff who was assigned to complete her assessment and would like a different Staff assigned. **NO RIGHT INVOLVED; the individual was referred to Customer Services for assistance with the request.**

New Business:

- A. July 14, 2023, Muskegon County Jail other Muskegon County a Recipient was raped in the Jail, was injured by Staff, and was refuse food and water for seven days. **OUTSIDE PROVIDER JURISDICTION this matter was referred to the County Sheriff to investigate.**
- B. July 19, 2023, Harbor Pines mixed residential MOKA Non-Profit Services Corp. when Staff arrived at 3:00 pm for 2nd shift, she exclaimed that there were boxes at the door. The Staff on shift replied, "do you want to bring them in?" The Staff emphatically replied no, and the Staff on shift should bring them in since we had been here all day. The Staff arriving for shift brought the 4 boxes in knowing the Staff on Shift would not. The Staff began arguing about the matter. **NO RIGHT INVOLVED this was a dispute between staff that did not involve the Recipients.**
- C. July 19, 2023, Harbor Pines mixed residential MOKA Non-Profit Services Corp. Lead Staff was informed of situation that took place on July 15, 2023, with two other Staff. **NO RIGHT INVOLVED this was regarding the incident in item B above.**
- D. July 28, 2023, MI Adult Support Coordination outpatient HealthWest P.W Services are trying to put the Recipient in a nursing home and the Recipient is able to take care of himself. **OUTSIDE PROVIDER JURISDICTION this matter was referred to Disability Rights of Michigan for investigation.**
- E. July 31, 2023, out of county Cornerstone mixed residential Cornerstone Hernandez Home AFC One Recipient has been bullying another Recipient since she came to live at the home

in the middle of June. The other Recipient has been told several times to please stop doing this but continues to do so.

V. SUBSTANCE USE DISORDER

Old Business:

None

New Business:

None

VI. DEATHS

- A. June 6, 2023, a 34 year old male Recipient receiving MI Adult Supports Coordination case management HealthWest died from a suspected Opiate Overdose.
- B. June 15, 2023, a 35 year old male Recipient receiving MI Adult Community Based case management HealthWest was found unresponsive and placed on life support. After three days life support was discontinued, and the Recipient passed away. The cause is suspected to be due to uncontrolled Diabetes and Kidney Disease.
- C. June 16, 2023, a 21 year old female Recipient receiving IDD Transition Services case management HealthWest died at home after having two seizures.
- D. July 13, 2023, a 33 year old male Recipient not currently receiving services, but authorized for Crisis Residential, died in the community from an overdose.
- E. July 14, 2023, a 43 year old female Recipient living at Brooks Residential DD, Samaritas died at the Poppen House after contracting Aspiration Pneumonia. She was unable to use a feeding tube, because of Dysphagia.
- F. July 21, 2023, a 57 year old male Recipient receiving MI Adult Supports Coordination case management HealthWest died at the Trinity Emergency Department for alcohol related medical complications.
- G. July 24, 2023, a 32 year old male Recipient receiving MI Adult Supports Coordination case management HealthWest died in the community from a gunshot wound.
- H. July 27, 2023, a forty year old male Recipient died on July 4, 2023, from an apparent suicide.