



PROGRAM AND PERSONNEL COMMITTEE

**Friday, August 14, 2026
8:00 a.m.**

376 E. Apple Ave., Muskegon, MI 49442

<https://healthwest.zoom.us/j/94259223301?pwd=1jL64lYh445eFUkwvH4v06Q4ahLLjI.1>

Webinar ID: **942 5922 3301** Passcode: **997543**

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

AGENDA

- | | | |
|-----|---|-------------|
| 1) | Call to Order | Action |
| 2) | Approval of Agenda | Action |
| 3) | Approval of the Minutes of Friday, April 3, 2026
(Attachment #1 – pg. 1-2) | Action |
| 4) | Public Comment (on an agenda item) | |
| 5) | Items for Consideration | |
| | A) Authorization to Approve the HealthWest Policy and
Procedure for Care Worker Wages
(Attachment #2 – pg. 3-8) | Action |
| | B) Authorization to Approve the Requested Position Changes
(Attachment #3 - pg. 9-11) | Action |
| 6) | Old Business | |
| 7) | New Business | |
| 8) | Communication | |
| | A) Children's & Youth Clinical Services Presentation:
Ann Gatt, Director of Children & Youth Clinical Services and
Rebecca StClair, Clinical Services Manager II
(Attachment #4 – pg. 12-23) | Information |
| | B) Director's Report | Information |
| 9) | Audience Participation / Public Comment | |
| 10) | Adjournment | Action |

Main Office

HEALTHWEST
PROGRAM/PERSONNEL MEETING MINUTES

April 3, 2026 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, Chris McGuigan, Janet Thomas, John Weerstra, Mary Vazquez, Tamara Madison, Thomas Hardy

Members Absent: Janice Hilleary

Staff Present: Holly Brink, Gina Maniaci, Kristi Chittenden, Tasha Kuklewski, Kim Davis, Casey Olson, Helen Dobb, Gina Kim, Amber Berndt, Michelle Lyons, Mickey Wallace, Lea Streblow, Stephanie Bowen, Rachel Rowell

MINUTES

It was moved by Mr. Weerstra, seconded by Mr. Hardy, to approve the minutes of the February 13, 2026 meeting as written.

MOTION CARRIED.

PUBLIC COMMENT (ON AN AGENDA ITEM)

There was no public comment.

ITEMS FOR CONSIDERATION

It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest policy and procedure for Assisted Outpatient Treatment Resolution effective April 20, 2026

MOTION CARRIED.

It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Policy and procedure for Medication Management effective April 20, 2026.

MOTION CARRIED.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATION

Ms. Anthony, Director of Health Information Services, provided CCBHC summary updates.

DIRECTOR'S COMMENTS

There was no Director's comments.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

There being no further business to come before the board, the meeting adjourned at 8:20 a.m.

Respectfully,

Cheryl Natte
Program/Personnel Committee Chair

CN/hb

PRELIMINARY MINUTES

To be approved at the Program/Personnel Committee Meeting on June 5, 2026.

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE Program/Personnel Committee	BUDGETED X	NON-BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Administration	REQUEST DATE August 14, 2026	REQUESTOR SIGNATURE Brandy Carlson, Chief Financial Officer	
<u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u>			
HealthWest Board authorization is requested to approve the HealthWest Policy and Procedure for Direct Care Worker Wages. <u>Policy</u> This policy establishes organizational standards for the calculation, implementation, oversight, monitoring, and enforcement of Direct Care Workers (DCW) wages in accordance with Michigan state legislation, Medicaid, and Healthy Michigan Program requirements, and directives issued by the Michigan Department of Health and Human Services (MDHHS). Contracted providers must comply with the established DCW Required Wage and ensure all eligible Direct Care Workers are compensated at no less than the required amount, consistent with applicable requirements and any DCW-related funding or rate considerations.			
<u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u>			
I move to authorize and approve the HealthWest Policy and Procedure for Direct Care Worker Wages effective August 31, 2026.			
COMMITTEE DATE August 14, 2026	COMMITTEE APPROVAL _____ Yes _____ No _____ Other		
BOARD DATE August 28, 2026	BOARD APPROVAL _____ Yes _____ No _____ Other		

HWB 104-P

Policy Title: Direct Care Worker Wages	Policy #: 03-xxx	<u>Review Dates</u>	
Category: Finance Subject: HealthWest will ensure that its staff and contracted providers and subcontractors will provide Direct Care Worker Wage increases as intended by State Legislation and Medicaid policy issued by the Michigan Department of Health and Human Services.	Prepared by: Name: Brandy Carlson Title: Chief Financial Officer Approved by: _____ Rich Francisco, Executive Director Effective Date: 07/01/2026		
		Last Revised Date:	

I. PURPOSE/POLICY

This policy establishes organizational standards for the calculation, implementation, oversight, monitoring, and enforcement of Direct Care Workers (DCW) wages in accordance with Michigan state legislation, Medicaid, and Healthy Michigan Program requirements, and directives issued by the Michigan Department of Health and Human Services (MDHHS).

Contracted providers must comply with the established DCW Required Wage and ensure all eligible Direct Care Workers are compensated at no less than the required amount, consistent with applicable requirements and any DCW-related funding or rate considerations.

II. APPLICATION

This policy applies to organizational staff, directly operated providers, contracted CMH providers and subcontractors, substance use disorder (SUD) providers, and any provider delivering qualifying Medicaid or Healthy Michigan services.

III. DEFINITIONS

Capitation Rate: A fixed per-member, per-month (PMPM) payment made by MDHHS to a Prepaid Inpatient Health Plan (PIHP), pursuant to the applicable contract, to fund the cost of covered behavioral health and substance use disorder services for enrolled individuals.

Direct Care Worker (DCW): Any employee delivering a qualified service as defined by MDHHS.

DCW Required Wage: The per-hour base wage that must be paid to DCW providing a qualifying service.

DCW Adjustment: An hourly wage increase funded by MDHHS.

DCW Enhancement Rate: A rate enhancement paid to providers agreeing to meet DCW wage requirements.

Minimum Wage: The minimum wage required under Michigan law.

Qualifying Service: A service code identified by MDHHS.

IV. PROCEDURE

1. HealthWest shall calculate and publish the DCW Required Wage in alignment with applicable MDHHS guidance and ensure it is applied to HealthWest-operated services and staff, as applicable. The DCW Required Wage shall consist of the applicable minimum wage plus all DCW adjustments funded through Medicaid and the Healthy Michigan Plan, as aggregated and documented in the Behavioral Health Rate Certification Letters.

Contracted providers must comply with the established DCW Required Wage and all applicable federal and state minimum wage requirements and are responsible for ensuring all applicable staff are compensated accordingly. Providers are contractually required to comply with all applicable federal, state, and MDHHS requirements, including DCW wage requirements, as amended from time to time. Execution of the Provider Service Agreement constitutes acknowledgment of, and agreement to comply with such requirements, and HealthWest is not required to obtain separate attestations for each update, as compliance is an ongoing obligation under the Provider Service Agreement.

Contracted providers are required to maintain documentation in accordance with applicable MDHHS policy, guidance, and memorandum requirements related to DCW wage implementation. Such documentation must be sufficient to demonstrate compliance and must be retained and made available upon request. HealthWest may request such documentation as part of routine or non-routine monitoring, audit, or review activities; however, the absence of a request or review does not relieve the provider of the obligation to always maintain complete and compliant documentation.

2. Due to variability in staffing levels, the number of staff per shift, hours worked, and differences in service delivery models, including services reimbursed on a per diem or variable unit basis in accordance with MDHHS Behavioral Health Code Charts and Provider Qualification requirements, as well as scenarios where multiple staff provide services concurrently based on medical necessity potentially across multiple consumers and funding sources, a standardized DCW pass-through methodology or uniform Enhancement Rate across all services may not be appropriate, as it may result in duplication of payment and therefore may not be suitable in all cases.
3. In consideration of the above, HealthWest establishes and adjusts reimbursement rates for qualifying services in alignment with actuarial sound principles, available Medicaid capitation funding, and applicable MDHHS guidance, with the intent of ensuring compliance with DCW and applicable minimum wage requirements. In developing rates, HealthWest considers DCW wage requirements, broader workforce and operational costs, reasonable assumptions for unbillable time, and factors incorporated into Medicaid capitation rates. As such, established rates may already reflect applicable DCW and minimum wage requirements prior to the issuance of subsequent MDHHS guidance or clarification. Accordingly, any rate adjustments may take various forms, including across-the-board changes or broader rate revisions, may exceed DCW-specific amounts, and are not limited to a direct DCW pass-through methodology.
4. Where DCW-related funding has already been incorporated into existing rates through capitation or prior rate development, no additional adjustment will be made based solely on the timing or issuance of MDHHS guidance. This includes circumstances where providers have already received rate adjustments or additional funding within the same fiscal year that considered DCW or minimum wage requirements. Additional adjustments will only be considered if HealthWest receives new, specifically designated funding for DCW support purposes subsequent to such guidance.

If a provider demonstrates, through complete, accurate, and verifiable documentation as required by HealthWest, that established rates do not sufficiently support compliance with DCW requirements, HealthWest will review such information in the context of actuarial assumptions, available funding, and regulatory expectations and shall implement a targeted adjustment to address a validated gap, consistent with current practices used to support non-exempt DCW-related overtime compensation. In such cases, HealthWest may also consider adjusting the applicable reimbursement rate to exclude DCW-related components, excluding the provider from broader rate increase applications, or reimbursing at the DCW Enhancement Rate, as appropriate, to prevent duplication of payment.

5. For Substance Use Disorder (SUD) and Applied Behavior Analysis (ABA) providers, HealthWest will follow the applicable PIHP rate structure, and ensure that the DCW and minimum wage requirements are adhered.
6. Notwithstanding the above, HealthWest will ensure compliance with applicable MDHHS DCW wage requirements and all applicable federal and state minimum wage requirements and will take appropriate action, including working with contracted providers as necessary, to support fulfillment of those requirements.

V. ATTACHMENTS
Attestation Form
Overtime Template
DCW Medicaid Bulletin



May 1, 2026

Re: Provider Attestation: Direct Care Worker (DCW) Wage Compliance

PROVIDER NAME**

HealthWest requires this attestation to confirm compliance with applicable Michigan Direct Care Worker (DCW) wage requirements effective January 1, 2026.

By signing below, the Provider attests that:

- The Provider is paying Direct Care Workers in accordance with applicable Michigan DCW wage requirements.
- The Provider maintains documentation (e.g., payroll records, staffing data) to support compliance and will provide it upon request for monitoring or audit purposes.
- The information provided is true, accurate, and complete to the best of the Provider's knowledge.

Authorized Representative:

Name: _____

Signature: _____

Title: _____

Date: _____

Main Office

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

HealthWest.net

Premium payments for DIRECT CARE WORKERS only. Only calculate in person OVERTIME hours for employees. NO TELEHEALTH.

Month: _____

[illegible]

Provider Name	Total Hours	Direct Care Wage	Additional Costs	Billed Amount
-	-	\$ 5.12	\$ 0.64	-

Name: _____
Title: _____
Date: _____

Enter Provider Name.
Enter Month of Services.
Enter Employee Names.
Enter exact hours worked in each Service Category. Refer to MDHHS code chart.
Hours will automatically total and calculate at the MDHHS prescribe rate of \$3.80
Have person with appropriate authority to do so, sign the sheet to certify that the information is accurate.
Send signed, completed forms to claims@healthwest.net and contracts@healthwest.net
For questions please contact Becky Burkholder at Becky.Burkholder@healthwest.net

Program Name	Services	Related HCPCS Codes
MI Choice Waiver	Community Living Supports, Respite, Adult Day Health, Residential Services	H2015, H2016, S5150, S5151, S5100, S5101, S5102, T2032, T2033
MI Health Link	Expanded Community Living Supports, Personal Care, Respite, Adult Day Program	H2015, S5150, T1019, S5100, S5101, S5102
(MI Coordinated Health effective January 1, 2026)		
Behavioral Health	- Community Living Supports - Overnight Health and Safety Supports - Personal Care - Respite - Skill Building - Out-of-Home Non-Vocational Services - Applied Behavior Analysis (ABA) Group Adaptive Behavior Treatment - ABA Exposure Adaptive Treatment - Crisis Residential Services - Residential Services – Substance Use Disorder (SUD) - Residential Services – Co-occurring SUD/Mental Health (MH) - Withdrawal Management – SUD - Supported Employment	97154, 0373T, H2025, H0019, H0010, H0012, H0014, H0018, H2014, H2015, H2016, T2027, T1020, S5151, T1005, H2023, H0043

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE Program Personnel	BUDGETED X	NON-BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Executive	REQUEST DATE August 14, 2026	REQUESTOR SIGNATURE Susan Plotts, Human Resources Manager	
SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES) HealthWest Board authorization is requested to make the position changes listed on the attached FY 2027 Budget Position Change Requests spreadsheet. Positions Several position change requests were submitted by program and team leadership to our Executive Team for the Fiscal year 2027 budget analysis. After reviewing client needs, organizational structure reviews, and budget analysis, the attached requests were approved by Executive Team to be moved forward in the approval process. The total increase in costs for these changes from the 2026 FY budget to 2027 is \$308, 554.64. Equipment In addition, we are requesting approval to purchase the equipment necessary for approved new position(s), which includes computers, monitors, keyboards, and cell phones and will cost \$2,500 for each new position. Equipment will be funded through the same funding sources as the new position(s).			
SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES) I move to authorize the position changes, and related equipment costs, listed in the attached FY 2027 Budget Position Change Requests spreadsheet, effective October 1, 2026.			
COMMITTEE DATE August 14, 2026	COMMITTEE APPROVAL _____ Yes _____ No _____ Other		
BOARD DATE August 28, 2026	BOARD APPROVAL _____ Yes _____ No _____ Other		

HWB 105-P

HealthWest FY 2027 Budget Position Change Requests				
Position #	Position Description	Present Grade	Proposed Grade	Reason
New Positions				
New	Data Analyst	n/a	HW-Grade 8: \$32.21-\$40.59	Retirements planned on the team. This position will allow us to hire and train prior to the retirements. When the retirements happen, we will leave a position vacant unless need is determined.
New	Nurse Care Manager	n/a	HW-Grade 8: \$32.21-\$40.59	We need an RN to help manage the medical needs of our COFR cases. We are eliminating a COFR Case Manager and creating a Nurse Care Manager. (See position eliminations below).
New	Employee Relations Specialist	n/a	HW-Grade 8: \$32.21-\$40.59	Human Resources is experiencing a high volume of employee relations issues. This is expected with the implementation of the HealthWest Way, which encourages staff to come forward if they need help navigating issues within the agency.
New	Administrative Assistant	n/a	HW-Grade 5: \$24.19-\$30.49	This position will provide support to the team, who has experienced increased workload.
New	Master Level Clinician I	n/a	HW-Grade 8: \$32.21-\$40.59	The School-Based Team would like to expand and provide services within Muskegon Heights Schools, which would require a Master's Level Clinician to be onsite.
New	Parent Support Partner 32 hr	n/a	HW-Grade 3: \$20.00-\$25.19	The School-Based Team would like to expand and provide services within Muskegon Heights Schools, which would require a Parent Support Partner to be onsite.
New	Self-Directed Support Broker	na	HW-Grade 5: \$24.19-\$30.49	Provides face-to face support to individuals in services who are self-directing their behavioral health services. We are required to offer this service and have identified a significant number of individuals who need assistance.
Reclass Positions				
X27100	Comprehensive Jail Assessment Specialist to Jail SUD Clinician	HW-Grade 6: \$26.62-\$33.55	HW-Grade 8: \$32.21-\$40.59	Changing this position from a bachelor's level assessment position to a master's level treatment position, which will provide substance use disorder treatment to inmates and better serve that population.
X79801	Data Analyst to Senior Data Analyst	HW-Grade 8: \$32.21-\$40.59	HW-Grade 10: \$38.98-\$49.11	Staff in this position has achieved a higher skill level than a Data Analyst, they provide technical support to help build skills level of others on the team. Offering senior level positions help retain staff and provides incentive to grow and develop.
X55539	Master Level Clinician I 32 hr to Master Level Clinician FT	HW-Grade 8: \$32.21-\$40.59	HW-Grade 8: \$32.21-\$40.59	We moved this position to 32 hours upon an employee's request. The position is now vacant and we need it to go back to a full-time position.
Eliminate positions				
X27600	COFR Case Manager	HW-Grade 5: \$24.19-\$30.49	Lay off - Motion already submitted to HW and County Board	See new Nurse Care Manager explanation above.
X02900	AOT Coordinator	HW-Grade 6: \$26.62-\$33.55	Lay off - Motion already submitted to HW and County Board	We lost grant funding for this position.

N03608	Administrative Assistant 25 hrs	HW-Grade 5: \$24.19-\$30.49	Vacant	
N11742	Behavior Analysis Technician 32 hrs	HW-Grade 2: \$17.65-\$22.24	Vacant	
N11743	Behavior Analysis Technician 32 hrs	HW-Grade 2: \$17.65-\$22.24	Vacant	
X11211	Case Manager I	HW-Grade 5: \$24.19-\$30.49	Vacant	
X11220	Case Manager I FT	HW-Grade 5: \$24.19-\$30.49	Vacant	
X11322	Case Manager II FT	HW-Grade 6: \$26.62-\$33.55	Vacant	
X11314	Case Manager II FT	HW-Grade 6: \$26.62-\$33.55	Vacant	
X11343	Case Manager II FT	HW-Grade 6: \$26.62-\$33.55	Vacant	
X11362	Case Manager II FT	HW-Grade 6: \$26.62-\$33.55	Vacant	
X11306	Case Manager II FT	HW-Grade 6: \$26.62-\$33.55	Vacant	
X11354	Case Manager II FT	HW-Grade 6: \$26.62-\$33.55	Vacant	
X11374	Case Manager II FT	HW-Grade 6: \$26.62-\$33.55	Vacant	
N18601	Community Health Worker	HW-Grade 3: \$20.00-\$25.19	Vacant	
N76216	Direct Service Professional FT	HW-Grade 2: \$17.65-\$22.24	Vacant	
N76218	Direct Service Professional FT	HW-Grade 2: \$17.65-\$22.24	Vacant	
G12408	Facilities Maintenance Technician II FT	HW-Grade 15: \$26.05-\$33.70	Vacant	
X41303	Grants Coordinator 25 hr	HW-Grade 9: \$35.43-\$44.64	Vacant	
X02800	Jail SUD-MAT Coordinator FT	HW-Grade 7: \$28.43-\$35.82	Vacant	
N54038	Peer Support Specialist FT	HW-Grade 3: \$20.00-\$25.19	Vacant	
N54030	Peer Support Specialist FT	HW-Grade 3: \$20.00-\$25.19	Vacant	

Total increase in cost from 2026 budget to 2027 budget
\$308,558.64

HealthWest Youth Services



An overview

Ann Gatt LMSW

Director of Children's Clinical Services

Rebecca StClair LMSW

Clinical Service Manager II

Tonya Colbry, Administrative Assistant



Infant Mental Health



Danielle Bush, Clinical Services Supervisor II



Home Based Services and Intensive Care Coordination with Wraparound



Jasmine Williams, Clinical Services Supervisor II



Transition Age Team



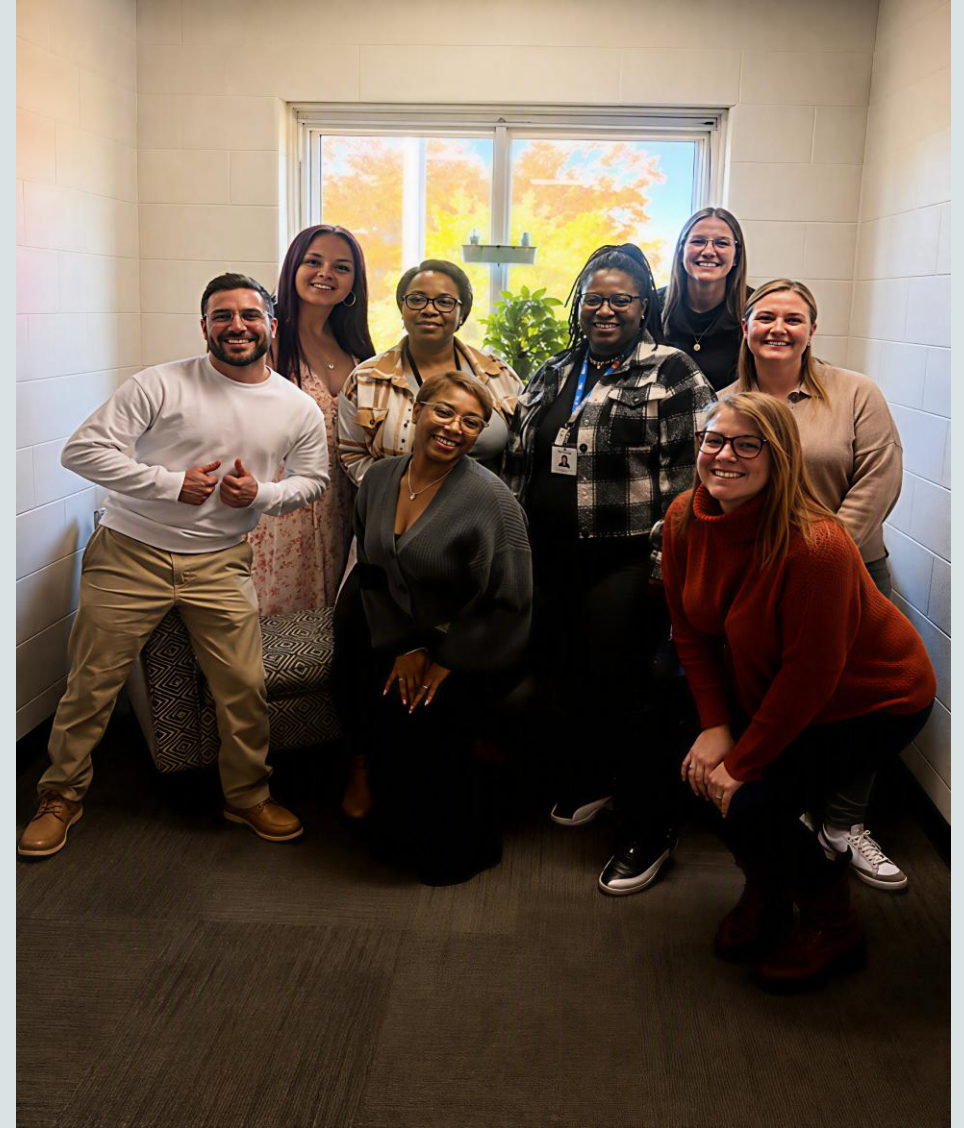
Sharlene Naylor, Clinical Services Supervisor II



Juvenile Justice Team



Angela Holmstrom, Clinical Services Supervisor I



School Based Services



David Davis, Clinical Services Supervisor II



Peer Services



Amy Krohn, Client Support Supervisor



Youth Community Based Team



Briana Davis, Clinical Services Supervisor II



Youth Developmental Disabilities Team



Madison Rosel, Clinical Services Supervisor II



Autism



Shaun Roberts, Clinical Supervisor II
Cortney Albertie, Behavior Treatment Supervisor
Melissa Szost, Clinical Services Supervisor I



Behavior Treatment Team



Aimee Howard, Behavior Treatment Supervisor



Questions?





RECIPIENT RIGHTS ADVISORY COMMITTEE
August 14, 2026 – 8:00 a.m.

376 E. Apple Ave. Muskegon, MI 49442

<https://healthwest.zoom.us/j/94259223301?pwd=1jL64lYh445eFUkwvH4v06Q4ahLLjI.1>

Webinar ID: **942 5922 3301** Passcode: **997543**

Recipient Rights Committee Chair: Thomas Hardy
Recipient Rights Committee Vice-Chair: Tamara Madison

AGENDA

- | | | |
|-----|--|-------------|
| 1) | Call to Order | Quorum |
| 2) | Approval of Agenda | Action |
| 3) | Approval of the Minutes of April 3, 2026
(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 2026 / May 2026
(Attachment #2 – pg. 3-11) | Action |
| | B) Motion to Accept Recipient Rights Bi-Monthly Report for
June 2026 / July 2026
(Attachment #3 – pg. 12-23) | Action |
| 6) | Old Business | |
| 7) | New Business | |
| 8) | Communication | |
| | A) Semi-Annual Report:
Tasha Kuklewski, Recipient Rights Advisor
(Attachment #4 – pg. 24-30) | Information |
| | B) Recipient Rights Policy Training:
Tasha Kuklewski, Recipient Rights Advisor
(Attachment #5 – pg. 31-39) | Information |
| 9) | Audience Participation / Public Comment | Action |
| 10) | Adjournment | |

Main Office

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

[HealthWest.net](https://healthwest.net)

HEALTHWEST**RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING MINUTES****Friday, April 3, 2026****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 Hardy at 8:21 a.m.

ROLL CALL

Members Present: Cheryl Natte, Chris McGuigan, Janet Thomas, John Weerstra, Mary Vazquez, Tamara Madison, Thomas Hardy

Members Absent: Janice Hilleary

Staff Present: Holly Brink, Gina Maniaci, Kristi Chittenden, Tasha Kuklewski, Casey Olson, Helen Dobb, Anissa Goodno, Stephanie Bowen, Amber Berndt, Michelle Lyons

APPROVAL OF MINUTES

It was moved by Mr. Weerstra, seconded by Ms. Natte, to approve the minutes of the February 13, 2026 meeting as written.

MOTION CARRIED.**ITEMS FOR CONSIDERATION*****A. Motion to Accept Recipient Rights Reports for February 2026 / March 2026***

It was moved by Mr. Weerstra, seconded by Ms. Natte to approve the Recipient Rights Reports for February 2026 / March 2026.

MOTION CARRIED.

For the months of February 2026 / March 2026, there were 77 HealthWest and 57 provider employees trained:

Rights Updates HealthWest	63
Rights Updates Provider	18
New Employee Training HealthWest/Contracted	54
New Employee Training Provider	39

For the months of February 2026 / March 2026 there were 558 incident reports and 22 rights allegations.

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

There were a total of 4 deaths reported in February 2026 / March 2026.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATIONS

Recipient Rights Advisor, Tasha Kuklewski, provided training on Policy 04-001 Confidentiality and Disclosures; Policy 04-003 Informed Consent Basics; Policy 04-004 Duty to Warn; and Policy 04-006 How Rights are Safeguarded.

DIRECTOR'S COMMENTS

There was no Director's Comments.

AUDIENCE PARTICIPATION / PUBLIC COMMENT

There was no audience participation.

ADJOURNMENT

There being no further business to come before the committee, the meeting adjourned at 8:47 a.m.

Respectfully,

Thomas Hardy
HealthWest Rights Advisory Committee Chair

TH/hb

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE Recipient Rights Advisory Committee	BUDGETED X	NON-BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Administration	REQUEST DATE August 14, 2026	REQUESTOR SIGNATURE Casey Olson, Recipient Rights Officer	
<u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u>			
Approval is requested to accept the Recipient Rights Reports of April 2026 and May 2026. The report includes: • Training sessions conducted by the Rights Office from April 1, 2026, through May 31, 2026. • Site Reviews from April 1, 2026, through May 31, 2026. • Incident Reports and Rights Allegations for April 1, 2026, through May 31, 2026. • Formal Complaints and Interventions for April 1, 2026, through May 31, 2026. • Deaths reported for April 1, 2026, through May 31, 2026.			
<u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u>			
I move to approve the Recipient Rights Reports for the months of April 1, 2026, through May 31, 2026.			
COMMITTEE DATE August 14, 2026	COMMITTEE APPROVAL _____ Yes _____ No _____ Other		
BOARD DATE August 28, 2026	BOARD APPROVAL _____ Yes _____ No _____ Other		

HWB 107-R



BI-MONTHLY RECIPIENT RIGHTS REPORT

Date: June 5, 2026
To: Recipient Rights Advisory Committee
From: The Office of Recipient Rights
Subject: Recipient Rights Report for April and May 2026

I. TRAINING

April 9, 2026, New Employee Recipient Rights Training was provided for 5 HealthWest and 7 Provider Employees.

April 10, 2026, Annual Recipient Rights Update Training was provided for 29 HealthWest Employees.

April 23, 2026, New Employee Recipient Rights Training was provided for 5 HealthWest and 4 Provider Employees.

April 24, 2026, Annual Recipient Rights Update Training was provided for 30 Goodwill Industries Employees

May 14, 2026, New Employee Recipient Rights Training was provided for 3 HealthWest Employees and 4 Provider Employees.

May 15, 2026, Annual Recipient Rights Training was provided for 32 HealthWest Employees.

May 21, 2026, New Employee Virtual Recipient Rights Training was provided for 10 Provider Employees.

74 HealthWest and 55 Provider employees were trained for the months of February and March 2026.

II. SITE REVIEWS

April 2, 2026, Horton Home, specialized residential, MOKA, North Muskegon, MI

April 2, 2026, Hansen Home, specialized residential, MOKA, North Muskegon, MI

April 8, 2026, Marcoux, specialized residential, Pioneer Resources, Muskegon, MI

May 5, 2026, Pioneer Resources, Admin, Pioneer Resources, Muskegon, MI

May 5, 2026, Blue Lake, specialized residential, Beacon Specialized Living Services, Twin Lake, MI

May 11, 2026, Eastwood Cottage I, specialized residential, Turning Leaf, Muskegon, MI

May 11, 2026, Eastwood Cottage II, specialized residential, Turning Leaf, Muskegon, MI

III. STATISTICAL INFORMATION

The Office of Recipient Rights reviewed **675** incident reports and received **34** rights allegations for the months of April and May. Provided for your review is the statistical data showing type and location.

IV. FORMAL INVESTIGATIONS

Old Business:

- A. February 3, 2026, Marcoux, specialized residential, Pioneer Resources. The Rights Office received a complaint regarding home staff not providing a recipient their as-needed medication and missing several doses of regularly prescribed medications. ***A 30-day status report was completed on 3/3/26. The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. One staff involved was transferred to a different home, responsibilities were rearranged and received progressive disciplinary action. The other staff involved received verbal coaching and re-training.**
- B. February 9, 2026, Marcoux, specialized residential, Pioneer Resources. The Rights Office received a complaint alleging that a staff member blamed a recipient for a Recipient Rights investigation and made comments about being happy that individual was moving out of the home. **The investigation into DIGNITY AND RESPECT is substantiated. The staff involved received a written reprimand.**
- C. February 9, 2026, Lakeview Manor, specialized residential, Beacons Specialized Living Services. The Rights Office received a complaint alleging that a staff member yelled and cursed at a recipient. ***A 30-day status report was completed on 3/5/26. The investigation into DIGNITY AND RESPECT is substantiated. The staff involved received a written reprimand and wrote a letter of apology to the recipient involved.**
- D. February 13, 2026, Maplewood, specialized residential, Turning Leaf. The Rights Office received a complaint alleging that a recipient was left at the Emergency Department for several days without AFC staff. ***A 30-day status report was sent on 3/16/26. The investigation into**

MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The remedial action plan has not yet been received.

- E.** February 17, 2026, Marcoux, specialized residential, Pioneer Resources. The Rights Office received a complaint alleging that two staff members are inappropriately redirecting a resident, one staff required residents go to bed right after dinner, and one staff member did not properly assist a recipient with getting into bed. ***A 30-day status report was sent on 3/19/26 and a 60-day status report was sent on 4/17/26. The investigation into ABUSE CLASS II – UNREASONABLE FORCE (x3) is not substantiated, DIGNITY AND RESPECT is substantiated, ABUSE CLASS III (x2) is substantiated, and NEGLECT CLASS III is substantiated. The remedial action plan has not yet been received.**
- F.** March 2, 2026, HealthWest, Behavior Supports. The Rights Office received a complaint alleging that a staff member overheard a conversation and shared that information with another staff member and a staff member let themselves into the home and yelled at a parent. **The investigation into FAMILY RIGHTS is substantiated. The investigation into CONFIDENTIALITY is not substantiated. The staff involved was re-trained in Recipient Rights and Implementing a Person-Centered Planning Approach in Behavioral Health and reviewed the HealthWest Code of Conduct.**
- G.** March 2, 2026, Graceland, specialized residential, MOKA. The Rights Office received a complaint alleging that a recipient was yelled at by a staff member. **The investigation into DIGNITY AND RESPECT is not substantiated.**
- H.** March 9, 2026, Organic Care, specialized residential, Organic Care LLC. The Rights Office received a complaint alleging that home staff used a spray bottle to spray a recipient on the face. **The investigation into ABUSE CLASS II – NONACCIDENTAL ACT is substantiated. The staff involved no longer works for the agency.**
- I.** March 10, 2026, Brooks, specialized residential, MOKA. The Rights Office received a complaint alleging that staff administered the wrong medications to a recipient, leading to an Emergency Department visit. ***A 30-day status report was sent on 4/9/26 and a 60-day status report was sent on 5/8/26. The investigation into NEGLECT CLASS III is substantiated. The remedial action plan has not yet been received.**
- J.** March 10, 2026, Ducey, specialized residential, MOKA. The Rights Office received a complaint alleging that staff failed to obtain appropriate medical care for a recipient. **The investigation into NEGLECT CLASS II is not substantiated.**
- K.** March 10, 2026, Morton Terrace, specialized residential, Beacon Specialized Living Services. The Rights Office received a complaint alleging that staff made dismissive and rude comments to a recipient and would not allow him to sit at the dining room table. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION AND DIGNITY AND RESPECT is not substantiated.**

- L. March 16, 2026, Harbor Home, specialized residential, Cardinal Senior Living. The Rights Office received a complaint alleging a staff member sexually assaulted a recipient. **The investigation into ABUSE CLASS I- SEXUAL ABUSE and NEGLECT CLASS I – FAILURE TO REPORT (x5) is not yet complete. A 30-day status report was sent on 4/17/26 and a 60-day status report was sent on 5/15/26.**
- M. March 16, 2026, Harbor Home, specialized residential, Cardinal Senior Living. The Rights Office received a complaint alleging a staff member sexually assaulted a recipient. **The investigation into ABUSE CLASS I- SEXUAL ABUSE and NEGLECT CLASS I- FAILURE TO REPORT (x5) is not yet complete. A 30-day status report was sent on 4/17/26 and a 60-day status report was sent on 5/15/26.**
- N. March 17, 2026, Virginia’s House, specialized residential, HGA Support Services. The Rights Office received a complaint alleging that a staff member had unknown individuals in the home during their shift and residents in the home were asked not to tell anyone about it. **The investigation into SAFE, SANITARY, AND HUMANE TREATMENT ENVIRONMENT is substantiated. The staff involved no longer works for the agency.**
- O. March 17, 2026, Walker Home, specialized residential, HGA Support Services. The Rights Office received a complaint alleging that a recipient’s mattress was stuffed with blankets where it was worn out and no one was notified that it needed to be replaced. **The investigation into SAFE, SANITARY, AND HUMANE TREATMENT ENVIRONMENT is substantiated. The staff involved no longer works for the agency.**
- P. March 25, 2026, Harbor Home, specialized residential, Cardinal Senior Living. The Rights Office received a complaint alleging a staff member sexually assaulted a recipient. **The investigation into ABUSE CLASS I- SEXUAL ABUSE and NEGLECT CLASS I – FAILURE TO REPORT (x3) is not yet complete. A 30-day status report was sent on 4/27/26 and a 60-day status report was sent on 5/22/26.**
- Q. March 25, 2026, Organic Care, specialized residential, Organic Care LLC. The Rights Office received a complaint alleging that home staff pushed a recipient down the stairs, resulting in a large contusion on their back. **The investigation into ABUSE CLASS II – NONACCIDENTAL ACT is not substantiated.**

New Business:

- A. April 2, 2026, Terra Nova, specialized residential, MOKA. The Rights Office received a complaint alleging that the only staff member working in the home was sleeping. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The staff involved received a written reprimand.**
- B. April 2, 2026, Black Cove Creek, specialized residential, HGA Support Services. The Rights Office received a complaint alleging that staff did not follow physician orders regarding

withholding medications. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The staff involved no longer works for the agency.**

- C. April 13, 2026, The Oaks, *specialized residential*, Beacons Specialized Living Services. The Rights Office received a complaint alleging that a staff member pulled the recipient's bed away from the wall so they could not reach their call bell. ***A 30-day status report was completed on 3/5/26. The investigation into DIGNITY AND RESPECT is substantiated. The staff involved no longer works for the agency.**
- D. April 20, 2026, Graceland, *specialized residential*, MOKA. The Rights Office received a complaint indicting that a recipient had several unexplained bruises on their body. ***A 30 day status report was sent on 3/16/26. The investigation into ABUSE CLASS II – NON-ACCIDENTAL ACT is not substantiated. The investigation into COMPLETE RECORD is substantiated. The staff involved voluntarily resigned, however, documentation will be placed in their personnel files regarding the substantiation.**
- E. April 21, 2026, HealthWest, *adult services*. The Rights Office received a complaint alleging that several staff members are disrespectful, condescending, and biased toward one recipient. **The investigation into DIGNITY AND RESPECT (x3) is not yet complete.**
- F. April 21, 2026, Morningside, *specialized residential*, HGA Support Services. The Rights Office received a complaint alleging that when a recipient requested assistance a staff member responded by saying "You were born to need help." **The investigation into DIGNITY AND RESPECT is substantiated. The staff involved no longer works for the agency.**
- G. April 22nd, 2026, Organic Care, *specialized residential*, Organic Care LLC. The Rights Office received a complaint alleging that staff did not obtain proper medical treatment for a recipient after an incident was reported. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The agency involved will revise their medical policies and procedures and ensure staff are re-trained on requirements for obtaining medical consultation and treatment.**
- H. April 21, 2026, Harbor Homes, *specialized residential*, Cardinal Senior Living. The Rights Office received a complaint alleging that home staff set a recipient to the hospital without staff accompanying. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is not yet complete. A 30-day status report was completed on 5/21/26.**
- I. April 23, 2026, Marcoux, *specialized residential*, Pioneer Resources. The Rights Office received a complaint alleging that staff failed to follow HealthWest RN directives by taking a recipient for medical attention resulting in a sinus infection and pink eye. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is not yet complete.**

- J. April 23, 2026, HealthWest, Clubhouse. The Rights Office received a complaint alleging boundary issues. **The investigation into ABUSE CLASS III is not yet complete. A 30-day status report was completed on 5/22/26.**
- K. April 29, 2026, Morton Terrace, specialized residential, Beacon Specialized Living Services. The Rights Office received a complaint alleging that two staff mistreated a recipient. **The investigation into ABUSE CLASS II – NON-ACCIDENTAL ACT and ABUSE CLASS III is not yet complete.**
- L. April 30, 2026, Marcoux, specialized residential, Pioneer Resources. The Rights Office received a complaint alleging staff are not following the Individual Plan of Service or providing documentation as required for an individual living in the home. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION (x2) and COMELTE RECORD is not yet complete.**
- M. May 5, 2026, Morton Terrace, specialized residential, Beacon Specialized Living Services. The Rights Office received a complaint alleging that two staff members engaged in a verbal argument in front of recipients. **The investigation into DIGNITY AND RESPECT (x2) is not yet complete.**
- N. May 12, 2026, Flatrock Manor of Woodburne, specialized residential, Flatrock, Inc.. The Rights Office received a complaint alleging that a staff member had unknown individuals in the home during their shift and residents in the home were asked not to tell anyone about it. **The investigation into SAFE, SANITARY, AND HUMANE TREATMENT ENVIRONMENT is not yet complete.**
- O. May 15, 2026, Harbor Homes, specialized residential, Cardinal Senior Living. The Rights Office received a complaint alleging that staff used a recipient's wheelchair as a way to manage a behavior. **The investigation into ABUSE CLASS II – UNREASONABLE FORCE is not yet complete.**
- P. May 19, 2026, Harbor Home, specialized residential, Cardinal Senior Living. The Rights Office received a complaint alleging that a recipient's finger nails have not been cut/maintained since moving in. **The investigation into SAFE, SANITARY, AND HUMANE TREATMENT ENVIRONMENT is not yet complete.**
- Q. May 21, 2026, Marcoux, specialized residential, Pioneer Resources. The Rights Office received a complaint alleging that a recipient may have ingested an AirPods and staff did not report or seek immediate medical attention. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is not yet complete.**
- R. May 21, 2026, Sheridan, specialized residential, Pioneer Resources. The Rights Office received a complaint alleging that a recipient missed a medical appointment due to the home not scheduling transportation. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is not yet complete.**

- S. May 26, 2026, Brooks, specialized residential, MOKA. The Rights Office received a complaint alleging that two chairs were blocking the entrance to the living room and a recipient was unable to leave that area due to the blockade. **The investigation into FREEDROM OF MOVEMENT is not yet complete.**
- T. May 26, 2026, Crisis Residential Unit, HealthWest. The Rights Office received a complaint alleging a staff member was explicitly discussing their personal life, which made the recipient feel uncomfortable. **The investigation into ABUSE CLASS III is not yet complete.**
- U. May 26, 2026, Maplewood Cottage, specialized residential, Turning Leaf. The Rights Office received a complaint alleging that staff imposed a restriction on a HealthWest Recipient's roommate, which impeded on the HealthWest Recipient's privacy. **The investigation into DIGNITY AND RESPECT is not yet complete.**
- V. May 27, 2026, Ivy Rehab, ABA services, Ivy Rehab. The Rights Office received a complaint alleging that a recipient has received injuries on three separate occasions while receiving services that went unreported and without medical consultation and/or intervention. **The investigation into NEGLECT CLASS III is not yet complete.**
- W. May 27, 2026, Marcoux, specialized residential, Pioneer Resources. The Rights Office received a complaint alleging that a recipient had a large, unexplained bruise and swelling on their forehead and there was no documentation or information shared regarding the incident to the next shift. **The investigation into NEGLECT CLASS III is not yet complete.**
- X. May 27, 2026, HealthWest, Wrap Around. The Rights Office received a complaint alleging that a staff member has made rude and/or disrespectful comments to the guardian of a recipient receiving services. **The investigation into FAMILY RIGHTS is not yet complete.**

V. INTERVENTIONS

Old Business:

- A. March 5, 2026, Beacon at Leslie, Beacon Specialized Living Services. The Rights Office received a complaint alleging a staff member was rude to a recipient. **The issue in the complaint is OUT OF JURISDICTION as the recipient does not receive services through HealthWest. This complaint was forwarded to the appropriate Community Mental Health Recipient Rights Office, and the recipient was provided with the phone number for their Rights Office.**

New Business:

- A. May 4, 2026, Flatrock Manor of Woodburne. The Rights Office received a complaint alleging that staff members used physical management inappropriately on a recipient. **The issue in the complaint is OUT OF JURISDICTION as the recipient does not receive services through HealthWest. This complaint was forwarded to the appropriate Community Mental Health Recipient Rights Office, and the recipient was provided with the phone number for their Rights Office.**
- B. May 18, 2026, Brooks Home, MOKA. The Rights Office received a complaint alleging a staff member put a recipient's sweatshirt on backwards, zipped it up, and tied the hood. **The issue in the complaint is OUT OF JURISDICTION as the recipient does not receive services through HealthWest. This complaint was forwarded to the appropriate Community Mental Health Recipient Rights Office, and the complainant was provided with the phone number for the correct Rights Office.**
- C. May 22, 2026, HealthWest. The Rights Office received a complaint alleging that staff called CPS on a family member. **The issue in the complaint is NOT A CODE PROTECTED RIGHT as HealthWest staff are mandated reporters and must report any suspected or apparent abuse or neglect.**

VI. Summary of ORR Complaint Status for April 2026 and May 2026

Complaints Received	Complaints Investigated	Complaints in Process	Complaints Substantiated	Completed in 30 Days	Completed in 60 Days	Completed in 90 Days
34	31	25	6	4	2	0

VII. SUBSTANCE USE DISORDER

Old Business: n/a

New Business: n/a

VIII. DEATHS

April 3, 2026, a 32-year-old male who lived at Beacon Specialized Living Services – Morton Terrace and receive MI Adult Case Management Services, died in the hospital.

April 18, 2026, a 61year-old male who was living independently in the community and received HealthWest MI Adult Case Management Services, was involved in a hit-and-run accident and passed away at the hospital.

April 27, 2026, a 53-year-old male who lived at HGA Virginia's Home and received HealthWest I/DD Adult Case Management Services, passed away at Poppen House after being on Hospice Care.

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE Recipient Rights Advisory Committee	BUDGETED X	NON-BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Administration	REQUEST DATE August 14, 2026	REQUESTOR SIGNATURE Casey Olson, Recipient Rights Officer	
<u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u>			
Approval is requested to accept the Recipient Rights Reports of June 2026 and July 2026. The report includes: • Training sessions conducted by the Rights Office from June 1, 2026, through July 31, 2026. • Site Reviews from June 1, 2026, through July 31, 2026. • Incident Reports and Rights Allegations for June 1, 2026, through July 31, 2026. • Formal Complaints and Interventions for June 1, 2026, through July 31, 2026. • Deaths reported for June 1, 2026, through July 31, 2026.			
<u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u>			
I move to approve the Recipient Rights Reports for the months of June 1, 2026, through July 31, 2026.			
COMMITTEE DATE August 14, 2026	COMMITTEE APPROVAL _____ Yes _____ No _____ Other		
BOARD DATE August 28, 2026	BOARD APPROVAL _____ Yes _____ No _____ Other		

HWB 108-R



BI-MONTHLY RECIPIENT RIGHTS REPORT

Date: August 14, 2026
To: Recipient Rights Advisory Committee
From: The Office of Recipient Rights
Subject: Recipient Rights Report for July and July 2026

I. TRAINING

June 11, 2026, New Employee Recipient Rights Training was provided for 2 HealthWest and 7 Provider Employees.

June 12, 2026, Annual Recipient Rights Update Training was provided for 25 HealthWest Employees.

June 18, 2026, New Employee Virtual Recipient Rights Training was provided for 9 Provider Employees.

June 25, 2026, New Employee Recipient Rights Training was provided for 2 HealthWest and 5 Provider Employees.

July 9, 2026, New Employee Recipient Rights Training was provided for 7 Provider Employees.

June 10, 2026, Annual Recipient Rights Update Training was provided for 19 HealthWest Employees.

July 23, 2026, New Employee Recipient Rights Training was provided for 3 HealthWest and 7 Provider Employees.

51 HealthWest and **35** Provider employees were trained for the months of June and July 2026.

II. SITE REVIEWS

June 3, 2026, Ducey Home, specialized residential, MOKA, Muskegon, MI

June 9, 2026, Amanda's Home, specialized residential, Amanda's Family Inc., Muskegon, MI

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June 9, 2026, Club Interactions, clubhouse, HealthWest, Muskegon, MI

June 9, 2026, FaHoLo, specialized residential, FaHoLo Family Inc., Muskegon, MI

June 10, 2026, Mental Health Center, admin, HealthWest, Muskegon, MI

June 10, 2026, Terrace Plaza 1st & 4th Floor, admin, HealthWest, Muskegon, MI

June 11, 2026, Sheridan, specialized residential, Pioneer Resources, Muskegon, MI

June 11, 2026, Lawrence Home, specialized residential, Pioneer Resources, Muskegon, MI

June 24, 2026, Mararebecah, specialized residential, MOKA., Muskegon, MI

July 1, 2026, Joseph's Home, specialized residential, Covenant Ability Network, Norton Shores, MI

July 1, 2026, Mary's House, specialized residential, Covenant Ability Network, Norton Shores, MI

July 8, 2026, Walker Home, specialized residential, HGA Support Services, Muskegon, MI

July 9, 2026, Folkert HUB, admin, HealthWest, Norton Shores, MI

July 15, 2026, Sophia, specialized residential, MOKA, Whitehall, MI

July 15, 2026, Ruddiman Home, specialized residential, Pioneer Resources, North Muskegon, MI

July 16, 2026, Beachwood Dunes, specialized residential, MOKA, Norton Shores, MI

July 22, 2026, State Probation 3rd floor, admin, HealthWest, Muskegon, MI

July 22, 2026, Harris Building, admin, HealthWest, Muskegon, MI

July 22, 2026, Virgina's Home, specialized residential, HGA Support Services, Muskegon, MI

July 22, 2026, Black Creek Cove, specialized residential, HGA Support Services, Muskegon, MI

July 22, 2026, Oxford Circle, specialized residential, MOKA, Whitehall, MI

July 22, 2026, Skyline, specialized residential, MOKA, Whitehall, MI

July 22, 2026, Cresent, specialized residential, MOKA, Norton Shores, MI

July 27, 2026, Mill Iron, specialized residential, Pioneer Resources, Muskegon, MI

July 28, 2026, Brooks, specialized residential, MOKA, Muskegon, MI

III. STATISTICAL INFORMATION

The Office of Recipient Rights reviewed **819** incident reports and received **52** rights allegations for the months of June and July. Provided for your review is the statistical data showing type and location.

IV. FORMAL INVESTIGATIONS

Old Business:

- A. April 2, 2026, Terra Nova, *specialized residential*, MOKA. The Rights Office received a complaint alleging that the only staff member working in the home was sleeping. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The staff involved received a written reprimand.**
- B. April 2, 2026, Black Cove Creek, *specialized residential*, HGA Support Services. The Rights Office received a complaint alleging that staff did not follow physician orders regarding withholding medications. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The staff involved no longer works for the agency.**
- C. April 13, 2026, The Oaks, *specialized residential*, Beacons Specialized Living Services. The Rights Office received a complaint alleging that a staff member pulled the recipient's bed away from the wall so they could not reach their call bell. ***A 30-day status report was completed on 3/5/26. The investigation into DIGNITY AND RESPECT is substantiated. The staff involved no longer works for the agency.**
- D. April 20, 2026, Graceland, *specialized residential*, MOKA. The Rights Office received a complaint indicting that a recipient had several unexplained bruises on their body. ***A 30 day status report was sent on 3/16/26. The investigation into ABUSE CLASS II – NON-ACCIDENTAL ACT is not substantiated. The investigation into COMPLETE RECORD is substantiated. The staff involved voluntarily resigned, however, documentation will be placed in their personnel files regarding the substantiation.**
- E. April 21, 2026, HealthWest, *adult services*. The Rights Office received a complaint alleging that several staff members are disrespectful, condescending, and biased toward one recipient. **The investigation into DIGNITY AND RESPECT (x3) is not substantiated.**
- F. April 21, 2026, Morningside, *specialized residential*, HGA Support Services. The Rights Office received a complaint alleging that when a recipient requested assistance a staff member responded by saying "You were born to need help." **The investigation into DIGNITY AND RESPECT is substantiated. The staff involved no longer works for the agency.**
- G. April 22nd, 2026, Organic Care, *specialized residential*, Organic Care LLC. The Rights Office received a complaint alleging that staff did not obtain proper medical treatment for a

recipient after an incident was reported. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The agency involved will revise their medical policies and procedures and ensure staff are re-trained on requirements for obtaining medical consultation and treatment.**

- H. April 21, 2026, Harbor Homes, specialized residential, Cardinal Senior Living. The Rights Office received a complaint alleging that home staff sent a recipient to the hospital without staff accompanying and did not seek medical care as directed by HealthWest RN. ***A 30-day status report was completed on 5/21/26 and a 60-day status report was completed on 6/18/26. The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is not substantiated and MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The employee involved no longer works for the agency as Harbor Homes ceased operations.**
- I. April 23, 2026, Marcoux, specialized residential, Pioneer Resources. The Rights Office received a complaint alleging that staff failed to follow HealthWest RN directives by taking a recipient for medical attention resulting in a sinus infection and pink eye. **The investigation into NEGLECT CLASS III is substantiated. The staff involved no longer works for the agency.**
- J. April 23, 2026, HealthWest, Clubhouse. The Rights Office received a complaint alleging boundary issues. **The investigation into ABUSE CLASS III is not substantiated.**
- K. April 29, 2026, Morton Terrace, specialized residential, Beacon Specialized Living Services. The Rights Office received a complaint alleging that two staff mistreated a recipient. **The investigation into ABUSE CLASS II – NON-ACCIDENTAL ACT is not substantiated and ABUSE CLASS III is substantiated. The staff involved no longer works for the agency.**
- L. April 30, 2026, Marcoux, specialized residential, Pioneer Resources. The Rights Office received a complaint alleging staff are not following the Individual Plan of Service or providing documentation as required for an individual living in the home. ***A 30-day status report was completed on 5/29/26 and a 60-day status report was completed on 6/29/26. The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION (x4) are substantiated. The staff involved no longer work for the agency.**
- M. May 5, 2026, Morton Terrace, specialized residential, Beacon Specialized Living Services. The Rights Office received a complaint alleging that two staff members engaged in a verbal argument in front of recipients. **The investigation into ABUSE CLASS III AND SAFE, SANITARY, AND HUMANE TREATMENT ENVIRONMENT is substantiated. The staff involved no longer work for the agency.**
- N. May 12, 2026, Flatrock Manor of Woodburne, specialized residential, Flatrock, Inc.. The Rights Office received a complaint alleging that staff took a recipient's phone and deleted a video the recipient took of staff using physical management on another resident. **The**

investigation into CIVIL RIGHTS is substantiated. The staff involved received additional training and was transferred to a different home.

- O.** May 15, 2026, Harbor Homes, specialized residential, Cardinal Senior Living. The Rights Office received a complaint alleging that staff used a recipient's wheelchair as a way to manage a behavior. ***A 30-day status report was completed on 6/14/26 and a 60-day status report was completed on 7/14/26. The investigation into RESTRAINT & ABUSE CLASS II – UNREASONABLE FORCE is not substantiated.**
- P.** May 19, 2026, Harbor Home, specialized residential, Cardinal Senior Living. The Rights Office received a complaint alleging that a recipient's finger nails have not been cut/maintained since moving in. ***A 30-day status report was completed on 6/18/26 and a 60-day status report was completed on 7/17/26. The investigation into SAFE, SANITARY, AND HUMANE TREATMENT ENVIRONMENT and MENTAL HEALTH SERVICES SUITED TO CONDITION is not yet complete.**
- Q.** May 21, 2026, Marcoux, specialized residential, Pioneer Resources. The Rights Office received a complaint alleging that a recipient may have ingested an AirPods and staff did not report or seek immediate medical attention. ***A 30-day status report was completed on 6/22/26 and a 60-day status report was completed on 7/20/26. The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is not yet complete.**
- R.** May 21, 2026, Sheridan, specialized residential, Pioneer Resources. The Rights Office received a complaint alleging that a recipient missed a medical appointment due to the home not scheduling transportation. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The staff involved received a written reprimand.**
- S.** May 26, 2026, Brooks, specialized residential, MOKA. The Rights Office received a complaint alleging that two chairs were blocking the entrance to the living room and a recipient was unable to leave that area due to the blockade. **The investigation into FREEDOM OF MOVEMENT is not substantiated.**
- T.** May 26, 2026, Crisis Residential Unit, HealthWest. The Rights Office received a complaint alleging a staff member was explicitly discussing their personal life, which made the recipient feel uncomfortable. **The investigation into ABUSE CLASS III is substantiated. The staff involved no longer works for the agency.**
- U.** May 26, 2026, Maplewood Cottage, specialized residential, Turning Leaf. The Rights Office received a complaint alleging that staff imposed a restriction on a HealthWest Recipient's roommate, which impeded on the HealthWest Recipient's privacy. **The investigation into DIGNITY AND RESPECT is not substantiated.**
- V.** May 27, 2026, Ivy Rehab, ABA services, Ivy Rehab. The Rights Office received a complaint alleging that a recipient has received injuries on three separate occasions while receiving

services that went unreported and without medical consultation and/or intervention. **The investigation into NEGLECT CLASS III and FAMILY RIGHTS are not substantiated.**

- W. May 27, 2026, Marcoux, specialized residential, Pioneer Resources. The Rights Office received a complaint alleging that a recipient had a large, unexplained bruise and swelling on their forehead and there was no documentation or information shared regarding the incident to the next shift. **The investigation into NEGLECT CLASS III is not yet complete.**
- X. May 27, 2026, HealthWest, Wrap Around. The Rights Office received a complaint alleging that a staff member has made rude and/or disrespectful comments to the guardian of a recipient receiving services. **The investigation into FAMILY RIGHTS is not yet complete.**

New Business:

- A. June 4, 2026, HealthWest, autism services. The Rights Office received a complaint alleging a Recipient is not receiving the amount of services as incident in the Individual Plan of Service. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The program involved received additional training.**
- B. June 8, 2026, Morningside, specialized residential, HGA Support Services. The Rights Office received a complaint alleging that staff grabbed a recipient by the arm and told them they couldn't have anything to eat when the recipient was reaching for a snack. **The investigation into DIGNITY AND RESPECT is substantiated and ABUSE CLASS II-UNREASONABLE FORCE is not substantiated. The staff involved received a written reprimand and additional training.**
- C. June 11, 2026, HealthWest, outpatient services. The Rights Office received a complaint alleging that a staff failed to follow through with assisting in obtaining financial assistance for an expensive medication. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITON x2 is substantiated. The staff involved received verbal counseling and are now scheduling dedicated blocks of time in their schedule for to-do items.**
- D. June 11, 2026, Maple Cottage, specialized residential, Turning Leaf. The Rights Office received a complaint alleging staff brought nunchucks to work to protect themselves. **The investigation into SAFE, SANITARY, AND HUMANE TREATMENT ENVIRONMENT is not substantiated.**
- E. June 12, 2026, Marcoux, specialized residential, Pioneer Resources.. The Rights Office received a complaint alleging a recipient had a high fever for two days and home staff did not notify HealthWest Registered Nurse or seek medical care. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is not substantiated.**

- D. June 15, 2026, Hansen, specialized residential, MOKA. The Rights Office received a complaint alleging that all resident funds came up missing after a staff member was terminated. This included all five residents. **The investigation into ABUSE CLASS II- EXPLOITATION X5 and POSSESSION AND USE OF PERSONAL PROPERTY X5 is not substantiated.**
- E. June 16, 2026, HUB, autism services, HealthWest. The Rights Office received a complaint alleging that staff said disrespectful things to the recipient. **The investigation into DIGNITY AND RESPECT is substantiated. The staff involved no longer works for the agency.**
- F. June 17, 2026, Harbor Pines, specialized residential, MOKA. The Rights Office received a complaint alleging that money was missing off of a recipients giftcard. **The investigation into ABUSE CLASS II - EXPLOITATIONS is not substantiated.**
- G. June 24, 2026, HUB, autism services, HealthWest. The Rights Office received a complaint alleging that staff was forcing a recipient to sit down and staff covered recipients mouth with their hand when recipient was yelling. **The investigation into ABUSE CLASS II – UNREASONABLE FORCE is substantiated. The staff involved no longer works for the agency.**
- H. June 24, 2026, HUB, autism services, HealthWest. The Rights Office received a complaint alleging a staff forcefully pulled down a recipient’s pants while assisting in the bathroom and said rude things to the recipient. **The investigation into ABUSE CLASS II – UNREASONABLE FORCE is not substantiated and DIGNITY AND RESPECT is substantiated. The staff involved no longer works for the agency.**
- I. June 26, 2026, HGA Support Services, specialized residential. The Rights Office received a complaint alleging a staff interviewed a recipient for placement without guardian approval. **The investigation into DIGNITY AND RESPECT and FAMILY RIGHTS is not substantiated.**
- J. June 30, 2026, Mararebecah, specialized residential, MOKA. The Rights Office received a complaint alleging staff yelled at a recipient and made the recipient cry. **The investigation into DIGNITY AND RESPECT is not yet complete. A 30-day status report was completed on 7/29/26.**
- K. July 6, 2026, Ivy Rehab, ABA. The Rights Office received a complaint alleging termination of services if minimum hours were not completed. **The investigation into INDIVIDUAL WRITTEN PLAN OF SERVICE is not substantiated.**
- L. July 6, 2026, HUB, autism services, HealthWest. The Rights Office received a complaint alleging that staff were not advocating for families preferences regarding services through a contracted entity. **The investigation into FAMILY RIGHTS is not substantiated.**

- M. July 6, 2026, HUB, autism services, HealthWest. The Rights Office received a complaint alleging that staff used physical management improperly. **The investigation into ABUSE CLASS II – UNREASONABLE FORCE is not substantiated and the investigation into DIGNITY AND RESPECT is substantiated. The staff involved received written and verbal counseling.**
- N. July 8, 2026, Mental Health Center, outpatient services, HealthWest. The Rights Office received a complaint alleging that a staff member was rude to a recipient while on the phone. **The investigation into DIGNITY AND RESPECT is not yet complete. *A 30-day status report was sent on 8/5/26**
- O. July 8, 2026, Mental Health Center, outpatient services, HealthWest. The Rights Office received a complaint alleging that a staff member used threatening and/or degrading language towards a recipient. **The investigation into ABUSE CLASS III is not yet completed. *A 30-day status report was sent on 8/5/26.**
- P. July 8, 2026 Morton Terrace, specialized residential, Pioneer Resources. The Rights Office received a complaint alleging that a staff member hit a recipient in their neck and ribs while being transported. **The investigation into ABUSE CLASS II – NONACCIDENTAL ACT is not substantiated.**
- Q. July 9, 2026, Rebound Therapy, ABA services. The Rights Office received a complaint alleging that a supervisor instructed staff not to file a CPS or any other report when staff brought concerns regarding suspected abuse. **The investigation into NEGLECT CLASS II- FAILURE TO REPORT (x3) is not yet complete. *A 30-day status report was sent on 8/7/26.**
- R. July 10, 2026, CLS Services, Heart and Hand. The Rights Office received a complaint alleging staff borrowed money from a recipient and staff had a conversation about the borrowing of money in front of other recipients. **The investigation into ABUSE CLASS II- EXPLOITATION is substantiated, CONFIDENTIALITY x2 is not substantiated, and NEGLECT CLASS II- FAILURE TO REPORT is substantiated. The plan of correction has not been received yet.**
- S. July 13, 2026, Mary's House, specialized residential, Covenant Ability. The Rights Office received a complaint alleging that staff told a recipient they would have to just “pee their pants next time” when a recipient asked to stop while on an outing to use the restroom. **The investigation into DIGNITY AND RESPECT is not substantiated.**
- T. July 14, 2026, Ivy Rehab, ABA services, Ivy Rehab. The Rights Office received a complaint alleging that a staff member was sleeping. They were the only staff working at the time. **The investigation into SAFE, SANITARY, AND HUMANE TREATMENT ENVIRONMENT is substantiated. The plan of correction has not been received yet.**

- U. July 14, 2026, HUB, autism services, HealthWest. The Rights Office received a complaint alleging that a staff made threatening comments to a recipient and threw an item that could have hit another child in the room while chasing after a recipient. **The investigation into DIGNITY AND RESPECT is not yet complete.**
- V. July 17, 2026, Brookmere, specialized residential, MOKA. The Rights Office received a complaint alleging that staff leave residents in soiled briefs, staff are fighting with each other in the presence of recipients, staff are smoking marijuana while at work, and a staff being abuse towards recipients. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION, DIGNITY AND RESPECT, SAFE, SANITARY, AND HUMANE TREATMENT ENVIRONMENT, AND ABUSE CLASS II- NONACCIDENT ACT is not yet complete.**
- W. July 27, 2026, Wavecrest, specialized residential, Beacon Specialized Living. The Rights Office received a complaint alleging that staff hit a recipient in the face and pulled his beard. **The investigation into ABUSE CLASS II- NON-ACCIDENTAL ACT is not yet complete.**
- X. July 29, 2026, Mental Health Center, outpatient services, HealthWest. The Rights Office received a complaint alleging staff are dismissive and not providing services as outlined in the Individual Plan of Service. **The investigation into DIGNITY AND RESPECT AND MENTAL HEALTH SERVICES SUITED TO CONDITION is not yet complete.**
- Y. July 31, 2026, Cornerstone II, specialized residential, Cornerstone, Inc. The Rights Office received a complaint alleging that a staff member was sleeping. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is not yet complete.**

V. INTERVENTIONS

Old Business:

- A. May 4, 2026, Flatrock Manor of Woodburne. The Rights Office received a complaint alleging that staff members used physical management inappropriately on a recipient. **The issue in the complaint is OUT OF JURISDICTION as the recipient does not receive services through HealthWest. This complaint was forwarded to the appropriate Community Mental Health Recipient Rights Office, and the recipient was provided with the phone number for their Rights Office.**
- B. May 18, 2026, Brooks Home, MOKA. The Rights Office received a complaint alleging a staff member put a recipient's sweatshirt on backwards, zipped it up, and tied the hood. **The issue in the complaint is OUT OF JURISDICTION as the recipient does not receive services through HealthWest. This complaint was forwarded to the appropriate Community Mental Health Recipient Rights Office, and the complainant was provided with the phone number for the correct Rights Office.**

- C. May 22, 2026, HealthWest. The Rights Office received a complaint alleging that staff called CPS on a family member. **The issue in the complaint is NOT A CODE PROTECTED RIGHT as HealthWest staff are mandated reporters and must report any suspected or apparent abuse or neglect.**

New Business:

- A. June 1, 2026, Community. The Rights Office received a complaint alleging that staff wouldn't let the recipient order his own food. **The issue in the complaint is OUT OF JURISDICTION as the recipient does not receive services through HealthWest. This complaint was forwarded to the appropriate Community Mental Health Recipient Rights Office, and the recipient was provided with the phone number for their Rights Office.**
- B. June 30, 2026, Neurorestorative. The Rights Office received a complaint alleging that staff did not send medications to the recipients day program. **The issue in the complaint is OUT OF JURISDICTION as HealthWest does not contract with this agency and the family independently setup respite with this provider.**
- C. July 13, 2026, Crisis Residential, HealthWest. The Rights Office received a complaint alleging that staff kicked a recipient out of the building, wouldn't assist in securing transportation and staff members were rude. **The issue in the complaint is OUT OF JURISDICTION as the recipient was from a different county. The complaint was sent to the appropriate Community Mental Health Recipient Rights Office and the recipient was provided with their Rights Office phone number.**
- D. July 17, 2026, Organic Care. The Rights Office received a complaint alleging that a recipient's guardian is disrespectful and won't allow a significant other to visit. **The issue in the complaint is OUT OF JURISDICTION as the Rights Office does not have jurisdiction over guardians. Recipient was encouraged to speak with their Case Manager to explore guardianship options.**
- E. July 20, 2026, Morton Terrace, Beacon Specialized Residential. The Rights Office received a complaint alleging that a recipient stole another recipient's money. **The issue in the complaint is OUT OF JURISDICTION as the Rights Office doesn't have jurisdiction over other recipients. The recipient was encouraged to contact the police to file a report.**
- F. July 23, 2026, Heart and Hands. The Rights Office received a complaint alleging that a provider staff swore at a resident. **The issue in the complaint is OUT OF JURISDICTION as the recipient is not a HealthWest Recipient. The complainant was encouraged to contact Adult Protective Services and the staff's supervisor.**

- G. July 13, 2026, HealthWest. The Rights Office received a complaint alleging that staff discussed with another staff that a Rights interview was scheduled. **The issue in the complaint is NO RIGHT INVOLVED as the complaint did not involve a recipient.**

VI. Summary of ORR Complaint Status for June 2026 and July 2026

Complaints Received	Complaints Investigated	Complaints in Process	Complaints Substantiated	Completed in 30 Days	Completed in 60 Days	Completed in 90 Days
59	52	16	8	28	0	0

VII. SUBSTANCE USE DISORDER

Old Business: n/a

New Business: n/a

VIII. DEATHS

June 2, 2026, a 66-year-old female who lived independently and received MI Adult Case Management Services, died while under hospice care.

June 25, 2026, a 54-year-old female who was living independently in the community and received HealthWest MI Adult Case Management Services, died from unknown causes.

June 28, 2026, a 11-year-old female who lived in the family home and received Youth services passed away at the hospital of natural causes.

July 12, 2026, a 39-year-old male who was living independently in the community and received HealthWest MI Adult Case Management Services, died from unknown causes.

July 29, 2026, a 65-year-old female who resided in a group home in Muskegon and received IDD Adult Case Management Services, died at the Poppen House under Hospice care.

HEALTHWEST OFFICE OF RECIPIENT RIGHTS

SEMI-ANNUAL REPORT
OCTOBER 1, 2025 THROUGH MARCH 31, 2026



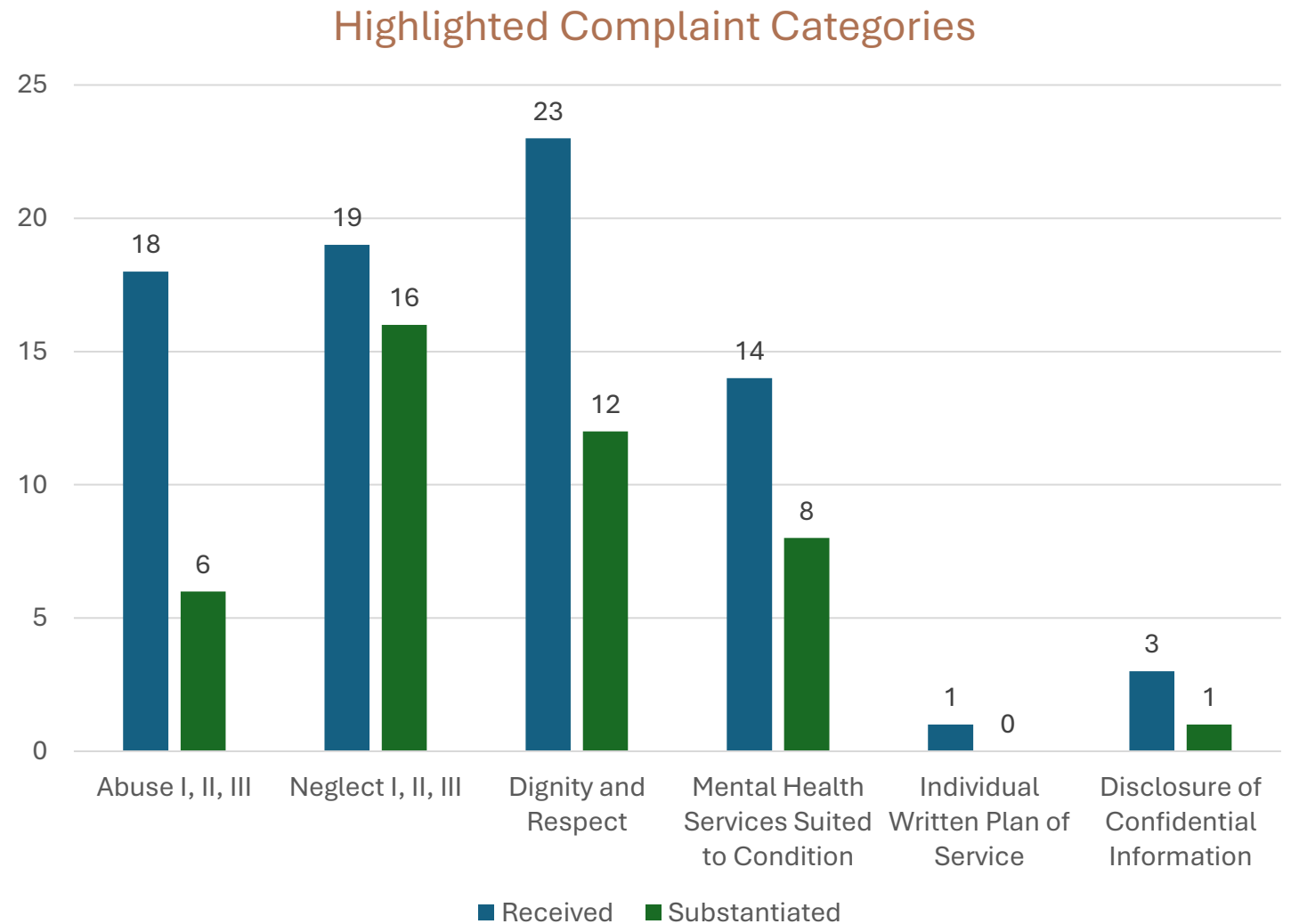
Total Complaints Received	96
Investigations Completed	91
Outside Jurisdiction/ No Right involved	5
Investigations Substantiated	51

ALLEGATIONS AND SUBSTANTIATIONS

BREAKDOWN

56% of all complaints
Investigated were
substantiated

Last year: 55%



COMPLAINT REMEDiation

**17% of Staff involved
were provided
additional training**

**21% of Staff involved
were terminated
from employment**

**18% resulted in Staff
receiving a Written
or Verbal Reprimand**

NEXT STEPS!





QUESTIONS?



THANK YOU!

10-Minute RRAC Policy Update

Recipient Rights Policies 04-007, 04-008, and 04-009

Fingerprints/photographs/audio recording/one-way glass • Family planning • Restraint, seclusion, and physical management

RRAC



Today's focus: protect choice, privacy, and safety

04-007

Consent before imaging, recording, or one-way glass

A recipient can object or withdraw consent, even verbally or by gesture.

04-008

Neutral support with family planning information

Staff may assist and refer, but cannot direct abortion or sterilization decisions.

04-009

No restraint or seclusion; physical management is emergency-only

Use least restrictive, approved techniques only when imminent harm remains.



04-007: Imaging, recording, and one-way glass

Core rule: get prior written consent first.

Applies to fingerprints, photographs, audio recordings, and use of one-way glass.

Written consent must come from the competent adult recipient, legally empowered guardian, or parent with legal and physical custody of a minor.

Consent is not a one-time “forever yes.” A recipient may object or withdraw at any time.

Verbal or gestural objections must be honored, even if written consent already exists.

RRAC lens: Consent must be meaningful, current, and respected in the moment.



04-007: High-risk areas to remember

No routine video surveillance in treatment rooms, bedrooms, bathrooms, or residential living/dining spaces.

Mixed-use spaces become treatment rooms during clinical encounters; surveillance must be disabled or covered during the session.

Staff may not use personal devices to create treatment or operational images.

Personal/social photos belong to the recipient and cannot be taken or used over their objection.

ORR may obtain photos or limited recordings without consent when necessary to document an alleged rights violation.

Watch for: “We always record here.”

Ask: “Is this treatment, safety, identity, or ORR documentation?”



04-008: Family Planning

Staff support access to information — not personal decisions.

Staff shall not advise a recipient or legal representative whether to seek abortion or sterilization.

Staff may assist through standard counseling practices: values clarification, alternatives, community resources, and referrals.

Staff may help obtain information, education, assistance, supplies, and health services related to family planning.

Non-prescription contraceptive supplies do not require guardian consent.

Mental health services cannot depend on receiving or refusing family planning services.



04-008: Quick practice scenario

A recipient asks a staff member: “Do you think I should get birth control? My guardian does not want me to.”

Better response:

“I can help you get information and connect you with the right health provider or counselor so you can understand your options.”

Avoid:

Giving personal opinions, pressuring a decision, blocking access to information, or making services conditional.



04-009: Restraint, seclusion, and physical management

HealthWest does not allow restraint or seclusion.

Physical management is not restraint; it is an emergency intervention using direct physical contact to prevent harm.

It may only be used when there is imminent physical harm to self or others.

Lesser restrictive interventions must be unsuccessful before physical management is used.

It cannot be placed in an IPOS or Behavior Support Plan as a planned intervention.

Use the least restrictive approved technique necessary for safety.



04-009: What staff must do after physical management

Only trained staff with current certification may use approved Mandt or approved comparable techniques.

Prohibited practices include floor holds, pain compliance, pressure on chest/back/abdomen, airway restriction, choking, striking, shoving, tripping, or forcing a person to the floor/wall/chair.

Document the technique used and length held in the clinical record/progress note, incident report, and data sheet if applicable.

No physical management technique may be used for more than 15 minutes at one time; maximum recycled use is 45 minutes.

The Behavior Support Committee reviews all incidents of physical management.

If behavior reaches a lethal threat level, staff call 911 after trying less restrictive measures when possible.



RRAC wrap-up: questions to keep in front of us

Consent

Was consent obtained, and was any objection honored?

Privacy

Was recording/surveillance appropriate for the setting and purpose?

Neutrality

Did staff support access to family planning information without directing the decision?

Safety

Was physical management truly emergency-only, least restrictive, documented, and reviewed?

Bottom line: these policies protect recipient choice, dignity, privacy, and safety while giving staff clear boundaries for practice.

Sources: HealthWest Policies 04-007, 04-008, 04-009