

REPORT ON QUALITY ASSURANCE INDICATORS, QUALITY IMPROVEMENT PLANS, AND DATA COLLECTED ON CRITICAL INCIDENTS FOR THE ADULT HOME HELP PROGRAM

(FY2011 Appropriation Bill - Public Act 187 of 2010)

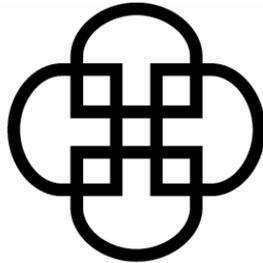
April 1, 2011

Section 1690: (2) The department shall submit a report to the house and senate appropriations subcommittees on community health, the house and senate fiscal agencies, and the state budget director by April 1 of the current fiscal year, to include all data collected on the quality assurance indicators in the preceding fiscal year for the adult home help program, as well as quality improvement plans and data collected on critical incidents in the adult home help program and their resolutions.

*Michigan Department
of Community Health*



Rick Snyder, Governor
Olga Dazzo, Director



MICHIGAN PUBLIC
HEALTH INSTITUTE

**State Wide Review of Home Help Program
Project Year One Report: July 2009-June 2010**

Prepared by Michigan Public Health Institute

Initial Submission: August 2010

Revised Submission: November 2010

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**Michigan Public Health Institute
State Wide Review of Home Help Program
Project Year Two Report: July 2009-June 2010
Draft Submission: August 2010
Final Submission: November 2010**

I. Summary

Michigan Department of Community Health (MDCH) selected Michigan Public Health Institute (MPHI) to review Michigan Department of Human Services (MDHS) Home Help Program. With the approval of MDCH, a team consisting of MDHS and MPHI employees developed a Case Monitoring Tool. The data collected and compiled by MPHI provided a statistically valid sample of Home Help cases in Michigan that examined policy compliance, case contents as well as payment comparisons. During the year, county DHS supervisors and workers welcomed the MPHI team despite the limited time and resources most agencies were dealing with.

During project Year Two (YR2), July 2009-June 2010, MPHI reviewed 2,755 cases in 28 counties, approximately 1/3 of all Michigan Home Help cases. Team members took an average of one hour to review a case, most of which was spent doing research on the Adult Services Comprehensive Assessment Program (ASCAP) at MDCH offices in Lansing. See table below for case review break down.

Case Monthly Expenditure Category	Less than \$549.99	From \$550.00 to \$1299.99	Above \$1300.00
Number of Cases Reviewed	2,226	455	74

The purpose of this report is to inform MDCH of MPHI’s activities during YR2 and features the deficits MPHI discovered throughout the state. As noted below in Section III, the “Findings”, MPHI discovered eleven trends in errors across YR2 counties. Then following in Section IV, “Recommendations” will be thoroughly explained. The report also contains information on YR2 staffing and MPHI processes.

II. The Review Process

MPHI had a multidisciplinary team working on the project including a PhD leading the data team, Masters Degree social workers, registered nurses, and experienced support staff. Team members have diverse backgrounds including experience working in MDHS, working in Medicaid and Medicare policy compliance, case review, program evaluation, clinical expertise, and research.

The review process included several steps, all completed by MPHI.

1. The data team pulled random case numbers and supplied the lists to the project lead.
2. The project lead passed the list on to MDHS to send along to the county offices.
3. The review team completed the ASCAP portion of the monitoring tool before each site visit. A registered nurse reviewed all complex care cases as well as cases with payments over \$1,299.99.
4. The onsite review teams typically had 2-4 staff members.
5. After the review team completed all the monitoring tools for the county, the tools were given to the data team.
6. The information from the tool was entered into the database and a report was generated.
7. The report was then given to the project lead to finalize and submit to MDCH.

III. Findings

Finding One: Section A Question 2

DHS-54A, Initial Medical Needs form signed by a Physician, Nurse Practitioner, Physical or Occupational Therapist. The review team examined the initial 54A for completeness and inclusion in hard copy file. A response of 2 represents that information was missing from the form such as the National Provider Identifier (NPI) or medical professional's signature. In our review 17 of 28 counties had a 25% error rate in the completion of the initial DHS 54A. See *Year Two County Data* in Section Two, Pages 1 and 7. The team documented an overwhelming number of NPI's missing from the forms. Of the 2,755 files reviewed in YR2, 607 of the initial DHS 54A's were not completed correctly and in 155 cases the initial DHS 54A was not available at the time of the review. See *Total Number of Responses by Question* in Section Three.

Finding Two: Section A Question 3

MSA 4676, Home Help Services Statement of Employment. In this question, the review team verified that the MSA 4676 form was completed and included within the hard copy case file for the current provider. If a response of 3 is marked, the DHS 4771 was not located within the case file. In our review, 26 of 28 counties had at least one of the DHS-4771 missing on a current provider. Of those 26 counties, 10 had the form missing more than 20% of the time. See *Year Two County Data* in Section Two, Pages 1 and 7.

Finding Three: Section A Question 5a

Adequate justification provided under Functional Abilities for activities ranked 3 or higher. Reviewers examined the justifications for tasks that Adult Service Worker's (ASW) assessed to be the needs of the beneficiary listed on ASCAP. A response of 2 indicates the justification that is provided is not adequate such as stating "assistance needed". Reviewers found that in 950 of the 2,755 cases, workers had inadequate explanations when beneficiaries were assigned activity rankings. See *Total Number of Responses by Question* in Section Three. In 19 of the 28 counties, over 25% of the time this error was made. See *Year Two County Data* in Section Two, Pages 2 and 8.

Finding Four: Section B Question 1

DHS-721, Personal Care Services Provider Log, properly completed by marking an 'X' by each task performed. In this question, reviewers looked to see if the 2009 DHS-721 forms included within a case file were properly completed by using an "X" or individual markings in the appropriate boxes to indicate services were provided. A response of 2 represents that one or more DHS-721 forms were not completed correctly per policy. Of the total 2,755 cases reviewed, 281 providers did not do this correctly. See *Log Submission Report* in Section Four.

Finding Five: Section B Question 4

DHS-721, Provider Logs initialed by ASW. The adult services worker must initial the log upon receipt per policy. The ASW must initial the log upon receiving the form to verify that the services approved for payment were delivered. A response of 2 represents one or more DHS-721 forms were not initialed per policy. In the review, 15 of 28 counties were missing ASW initials over 50% of the time. See *Year Two County Data* in Section Two, pages 3 and 9. Specifically, of the 2,755 cases, 1,496 cases were missing ASW initials on logs. See *Log Submission Report* in Section Four.

Finding Six: Section B Question 5

DHS-721, Quarterly submission of provider logs. The log must be submitted to the local office at least quarterly, within 30 days after the final month in which the services took place. Reviewers

evaluated this by reading the received date stamp on DHS-721 form. A response of 2 indicated that a DHS-721 form was received past the quarterly due date or received during the time period the services took place. Reviewers found that in 13 of 28 counties at least 25% or more provider logs were received outside of the policy-established timeline. See *Year Two County Data* in Section Two, pages 3 and 9. Specifically out of the 2,755 cases reviewed, reviewers found 898 cases with late provider logs. See *Log Submission Report* in Section Four.

Finding Seven: Section B Question 6

DHS-721, Submission of log for each month that HH payments were made in 2008 calendar year. The DHS-721 forms in the case file must be present for each month that a payment was made based on information from ASCAP/MPS. Errors indicate that the case did not have a corresponding DHS-721 for each month that the beneficiary received a Home Help payment for 2008. In our review, 25 of 28 counties had at least 25% or more months not accounted for while 13 out of 28 have 50% or more error rate. See *Year Two County Data* in Section Two, pages 4 and 10. Specifically, 549 cases had the appropriate months of logs on file only 25% of the time. Only about half of the cases, 1,515 of 2,755 cases, had all of the months of logs on file for the months that a beneficiary received payments in 2008. See *Log Submission Report* in Section Four.

Finding Eight: Section D Question 1b

"Issues" identified in the Service Plan are being addressed. For this question, reviewers examined the service plan in ASCAP to see if identified or checked issues were being addressed. Errors are reflected in a response of either 2 or 3 indicating that issues are checked but there is no documentation in the service plan. Reviewers discovered that 18 of 28 counties did not explain how issues were being addressed in documentation over 50% of the time. See *Year Two County Data* in Section Two, Pages 5 and 11.

Finding Nine: Section D Question 1c

Are the funded tasks being completed by provider? For this question, reviewers compared tasks assigned on logs to tasks that were indicated as having been completed on the logs. Responses of 3 represents provider logs were not in the hard copy file from 2008 therefore not available for review. Specifically, of 2,755 files reviewed in YR2, 628 cases were not able to prove that assigned tasks were completed due to missing logs from 2008. See *Total Number of Responses* by Question in Section Three.

Finding Ten: Section D Question 2

Were services prorated if beneficiary has other people living in their residence? Reviewers examined cases where hours should be prorated or reduced by half for Instrumental Activities for Daily Living (IADLs), due to the beneficiary being in shared living arrangements. Cases get a ranking of 2 when ASWs did not correctly decrease IADLs. Reviewers found that in 23 of 28 counties reviewed, payments for IADLs were not prorated per policy more than 25% of the time. See *Year Two County Data* in Section Two, Pages 5 and 11. Of the 2,755 cases reviewed, 742 cases did not prorate correctly. See *Total Number of Responses by Question* in Section Three.

Finding Eleven: Missing hard copy cases

Some counties were not able to provide the review team with hard copy cases. Of the 2,755 cases reviewed, 33 were not available in hard copy form on site. Of these cases, seven were still active at the time that MPHI was on the site review. See page four for detailed table and *Files Not Available on Site Visit* in Section Five.

County	Total Number of Missing Cases	Number of Missing Closed Cases	Number of Missing Open Cases
Kalamazoo	10	6	4
Kent	1*	0	1*
Mecosta	2	2	0
Oakland	18	16	2
Wayne	2	2	0
TOTAL	33	26	7

*Case located in September 2010 and provided to MPHI for review.

IV. Recommendations

- a. Establish Standard File Format: Reviewers found that the files were generally more complete in counties where the files are organized in the same way consistently. Some counties have a cover sheet for each section that lists the section name and the forms that should be included. ASW's can easily look at a hard copy case to explore what documents are missing.
 - Central office work with ASWs and supervisors to establish a standardized file cover sheet.
- b. Beneficiary Satisfaction Evaluation: MPHI's role is to evaluate based on policy compliance. To find out if Home Help funding is really meeting the goals of program, the program must be evaluated in a very different way.
 - Create a sample throughout the state and interview the beneficiary, provider, worker and supervisor to evaluate if the goals of care are being met.
 - Interview the beneficiary, provider, worker and supervisor to explore the overall satisfaction with the program.
 - Examine Home Helps role in helping the beneficiary's ability to maintain independence.
 - Identify areas for growth and explore policies updates that will support these changes.
- c. Revised Provider Log Policy and Form: Consistently through all counties, Provider Logs were completed incorrectly or missing from the case file. The form does not allow for complex care task entries. It is challenging to educate providers and beneficiaries on correct completion of form. The only way ASWs know when a log has been missed is by reviewing the file, since ASCAP does not have a reminder or monitoring system. The ASW has little control over the forms being returned as the provider and beneficiary already received the payment for the periods being logged.
 - Change Provider Log form to indicate complex care task completion.
 - Get input from ASW's on how to get provider logs submitted in compliance with policy and how policy could be updated to ensure ASWs can uphold the guidelines.
 - Explore beneficiary/provider's ability to submit logs online.
- d. Increase Staffing: As discovered in the previous project year, in year two reviewers found workers' caseloads for the majority of ASW's to be over 150 beneficiaries per worker. Some caseloads are in excess of 300 beneficiaries complicated by many ASWs sharing duties with multiple DHS programs, particularly in small counties. Just managing the required contact two times a year with beneficiaries can be a very difficult task. Many of the offices lack clerical support resulting in workers time spent away from serving

beneficiaries to organize files. Many offices have stacks of forms waiting to be filed as ASW's have a hard time finding time during the day to keep the filing updated.

- Larger counties have a centralized intake/administrative clerk to allow ASW's more time to provide services to beneficiaries.
- Increased number of workers to manage the growing number of Home Help beneficiaries as well as keeping ASW caseloads manageable with current beneficiaries.

V. MPHI Progress

a. Team Staffing

MPHI's Home Help staff has changed throughout the year. Despite this, adequate staffing was consistently maintained. Due to the size of counties reviewed late in the year, additional staff were put on the project to cover both data entry and site visit clerical support. The chart below identifies the team of multidisciplinary staff who worked together during YR2. If not otherwise indicated, each staff person worked on the project during the entire project year.

Name	Role
Rosemary Blashill, RN	Nurse Reviewer (Nurse)
Anthony Daniel, MSW	Social Work Reviewer
Shelli Doll, MA, CHES	Reviewer (July 2009-October 2009)
Erica Kitley	Clerical Support (March 2010-June 2010)
Amy Logel, LMSW	Team Lead/Social Work Reviewer
Mary Ann Maki, RN	Nurse Reviewer (July 2009-March 2010)
Joan Moore	Senior Research Assistant
Katie Parker	Data Assistant
Mary Ruehle, RN	Nurse Reviewer (March 2010-current)
Joye Sharp, BSW	Social Worker Reviewer
Shannon Stotenbur-Wing, MSW	Program Director/Reviewer
Anissa Stanley	Project Secretary
Cheribeth Tan-Schriner, Ph.D.	Senior Research Scientist
Chris Wojick, MPH	Senior Data Analyst

b. Barriers and Resolutions

MPHI faced multiple barriers over the past year but by working closely with MDCH was able to resolve issues quickly.

1. *Barrier:* The establishment of the Year Two monitoring tool took some time due to changes made from the project's first year. MDCH, MDHS and MPHI were reworking the tool to make sure the review specifically targeted some issues that were to be focused on in the coming year.

Resolutions: MDCH, MDHS and MPHI were able to come to a compromise on the tool to move forward with before the YR2 reviews began.

2. *Barrier:* MPHI needed more resources spent on ASCAP but only had access to one computer that has access.

Resolutions: MDCH worked to get MPHI an additional computer before Wayne county reviews began allowing MPHI to complete work in a timely manner.

3. *Barrier:* Local county staff were persistent in asking for site visit feedback and project year one feedback.

Resolution: After clarification from MDCH, MPHI will continue to explain to county sites that MPHI's only role is to complete case reads and report findings to MDCH.

4. *Barrier:* Livingston County had a review schedule in January 2010 and were having some staffing issues and asked that the review be moved.

Resolution: MPHI rescheduled the Livingston review for June to allow for time to put any staff issues in order.

5. *Barrier:* When getting the 2009 data from the data warehouse, it initially appeared that it might not be possible to do using the process that was already established.

Resolution: The data ended up coming through in a way that MPHI would still be able to use and get all the case information out as in previous years.

6. *Barrier:* MPHI was not informed until after the data had been pulled that Oakland County was divided up into three offices. This would make it difficult to schedule the visits and make sure MPHI gets each file from the office that is being reviewed.

Resolution: MPHI's data team was able to recode the names to give the information needed by both local offices and reviewers.

7. *Barrier:* The reports for Wayne and Oakland, for YR2 were delayed due to the size of the counties and the data that had to be entered.

Resolution: MPHI continued to update MDCH on the status of the reports and submitted each as soon as each was complete.

VI. Conclusion

The previous sections outline the review process, findings, and recommendations from MPHI's State Wide Review of the Home Help Program. For the first two years of the review, though several errors and recommendations resulted from the process, MPHI experienced the dedication to quality service both centrally and locally by MDHS. Many of the ASWs have years of experience in Home Help and work hard to meet the needs of the beneficiaries served. Overall, MPHI has seen inconsistencies between policy and practice recommendations that can result in some confusion in local offices. With some policy changes, form adjustments, and ASCAP updates, ASW's would have the ability to provide an even higher quality of services to program beneficiaries.

Year Two County Data

Antrim thru Kent pgs. 1-6; Livingston thru Wexford pgs. 7-12		ANTRIM		BERRIEN		CALHOUN		CHARLEVOIX		CHIPPEWA		CRAWFORD		DELTA		DICKINSON		GRATIOT		IONIA		IRON		ISABELLA		KALAMAZOO		KALKASKA		KENT	
# of Reviews		15		106		89		15		25		14		32		20		20		30		16		39		150		16		246	
Question	Answer	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
A1a																															
	1	14	93.3	88	83.0	72	80.9	14	93.3	20	80.0	12	85.7	31	96.9	17	85.0	19	95.0	30	100.0	15	93.8	37	94.9	120	80.0	16	100.0	233	94.7
	2			8	7.5	2	2.2			3	12.0			2	10.0							1	2.6	12	8.0				5	2.0	
	3	1	6.7	10	9.4	15	16.9	1	6.7	2	8.0	2	14.3	1	3.1	1	5.0	1	5.0			1	6.3	1	2.6	8	5.3		7	2.8	
	8																								10	6.7			1	0.4	
A1b																															
	1	5	33.3	10	9.4	12	13.5	2	13.3	4	16.0	3	21.4	5	15.6	4	20.0	2	10.0	3	10.0			9	23.1	21	14.0	2	12.5	44	17.9
	2			2	1.9																					6	4.0			1	0.4
	3			7	6.6	1	1.1																						3	1.2	
	4	10	66.7	87	82.1	76	85.4	13	86.7	21	84.0	11	78.6	27	84.4	16	80.0	18	90.0	27	90.0	16	100.0	30	76.9	123	82.0	14	87.5	198	80.5
A2																															
	1	7	46.7	70	66.0	45	50.6	8	53.3	13	52.0	5	35.7	22	68.8	6	30.0	18	90.0	16	53.3	5	31.3	27	69.2	94	62.7	4	25.0	164	66.7
	2	8	53.3	35	33.0	23	25.8	7	46.7	10	40.0	8	57.1	10	31.3	13	65.0	2	10.0	14	46.7	10	62.5	9	23.1	38	25.3	12	75.0	74	30.1
	3			1	0.9	21	23.6			2	8.0	1	7.1			1	5.0					1	6.3	3	7.7	8	5.3			7	2.8
	8																									10	6.7			1	0.4
A2a																															
	1	12	80.0	101	95.3	68	76.4	15	100.0	17	68.0	12	85.7	27	84.4	19	95.0	20	100.0	28	93.3	14	87.5	29	74.4	120	80.0	12	75.0	216	87.8
	2	3	20.0	4	3.8					6	24.0	1	7.1	5	15.6					2	6.7	1	6.3	7	17.9	12	8.0	4	25.0	22	8.9
	3			1	0.9	21	23.6			2	8.0	1	7.1			1	5.0					1	6.3	3	7.7	8	5.3			7	2.8
	4																														
	8																									10	6.7			1	0.4
A3																															
	1	8	53.3	84	79.2	52	58.4	9	60.0	13	52.0	10	71.4	29	90.6	8	40.0	16	80.0	28	93.3	9	56.3	21	53.8	62	41.3	15	93.8	201	81.7
	2			2	1.9			1	6.7	2	8.0			1	3.1	5	25.0					2	12.5	3	7.7	16	10.7			13	5.3
	3	6	40.0	10	9.4	15	16.9	2	13.3	1	4.0	3	21.4			1	5.0	1	5.0			2	12.5	4	10.3	11	7.3	1	6.3	23	9.3
	4	1	6.7	10	9.4	22	24.7	3	20.0	9	36.0	1	7.1	2	6.3	6	30.0	3	15.0	2	6.7	3	18.8	11	28.2	51	34.0			8	3.3
	8																									10	6.7			1	0.4
	9																														

Year Two County Data

Antrim thru Kent pgs. 1-6; Livingston thru Wexford pgs. 7-12		ANTRIM		BERRIEN		CALHOUN		CHARLEVOIX		CHIPPEWA		CRAWFORD		DELTA		DICKINSON		GRATIOT		IONIA		IRON		ISABELLA		KALAMAZOO		KALKASKA		KENT	
# of Reviews		15		106		89		15		25		14		32		20		20		30		16		39		150		16		246	
Question	Answer	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
A4																															
	1	7	46.7	67	63.2	53	59.6	10	66.7	11	44.0	9	64.3	30	93.8	11	55.0	13	65.0	23	76.7	9	56.3	18	46.2	68	45.3	11	68.8	201	81.7
	2			6	5.7					3	12.0	1	7.1			3	15.0			2	6.7	1	6.3	2	5.1	17	11.3	1	6.3	5	2.0
	3	7	46.7	24	22.6	18	20.2	2	13.3	2	8.0	4	28.6	2	6.3			3	15.0	3	10.0	4	25.0	9	23.1	15	10.0	4	25.0	31	12.6
	4	1	6.7	9	8.5	18	20.2	3	20.0	9	36.0					6	30.0	4	20.0	2	6.7	2	12.5	10	25.6	40	26.7			8	3.3
	8																									10	6.7			1	0.4
	9																														
A5a																															
	1	15	100.0	75	70.8	22	24.7	9	60.0	13	52.0	12	85.7	11	34.4	9	45.0	19	95.0	21	70.0	15	93.8	25	64.1	108	72.0	11	68.8	172	69.9
	2			31	29.2	67	75.3	6	40.0	12	48.0	2	14.3	21	65.6	11	55.0	1	5.0	9	30.0	1	6.3	14	35.9	42	28.0	5	31.3	74	30.1
	3																														
A5b																															
	1	10	66.7	83	78.3	87	97.8	11	73.3	21	84.0	10	71.4	24	75.0	17	85.0	12	60.0	23	76.7	13	81.3	25	64.1	108	72.0	14	87.5	213	86.6
	2	5	33.3	20	18.9	2	2.2	4	26.7	3	12.0	4	28.6	8	25.0	3	15.0	7	35.0	7	23.3	3	18.8	14	35.9	40	26.7	2	12.5	30	12.2
	3																									1	0.7				
	4			3	2.8					1	4.0							1	5.0						1	0.7			3	1.2	
A5c																															
	1	3	20.0	6	5.7	1	1.1	3	20.0	2	8.0	4	28.6	6	18.8	2	10.0	1	5.0	3	10.0	3	18.8	7	17.9	15	10.0	2	12.5	19	7.7
	2	2	13.3	15	14.2	1	1.1	2	13.3	1	4.0			2	6.3	1	5.0	6	30.0	4	13.3			8	20.5	27	18.0			11	4.5
	3																									1	0.7				
	4	10	66.7	85	80.2	87	97.8	10	66.7	22	88.0	10	71.4	24	75.0	17	85.0	13	65.0	23	76.7	13	81.3	24	61.5	107	71.3	14	87.5	216	87.8
A6																															
	1	3	20.0	7	6.6	13	14.6			1	4.0	5	35.7	8	25.0	3	15.0	1	5.0	5	16.7	1	6.3	5	12.8	24	16.0	3	18.8	44	17.9
	2			11	10.4	3	3.4			1	4.0					2	10.0						1	2.6	8	5.3			8	3.3	
	3	1	6.7	2	1.9	4	4.5			1	4.0							1	5.0				2	5.1	1	0.7					
	4	11	73.3	86	81.1	69	77.5	15	100.0	22	88.0	9	64.3	24	75.0	15	75.0	18	90.0	25	83.3	15	93.8	31	79.5	117	78.0	13	81.3	194	78.9
A7																															
	1	4	26.7	2	1.9	2	2.2	5	33.3	6	24.0	2	14.3	13	40.6			2	10.0	4	13.3	2	12.5	13	33.3	24	16.0	7	43.8	21	8.5
	3	11	73.3	104	98.1	87	97.8	10	66.7	19	76.0	12	85.7	19	59.4	20	100.0	18	90.0	26	86.7	14	87.5	26	66.7	126	84.0	9	56.3	225	91.5

Year Two County Data

Antrim thru Kent pgs. 1-6; Livingston thru Wexford pgs. 7-12		ANTRIM		BERRIEN		CALHOUN		CHARLEVOIX		CHIPPEWA		CRAWFORD		DELTA		DICKINSON		GRATIOT		IONIA		IRON		ISABELLA		KALAMAZOO		KALKASKA		KENT	
# of Reviews		15		106		89		15		25		14		32		20		20		30		16		39		150		16		246	
Question	Answer	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
B1																															
	1	9	60.0	58	54.7	47	52.8	8	53.3	7	28.0	11	78.6	20	62.5	7	35.0	14	70.0	23	76.7	6	37.5	25	64.1	59	39.3	12	75.0	175	71.1
	2	3	20.0	16	15.1	1	1.1	2	13.3	3	12.0	3	21.4	7	21.9	5	25.0	4	20.0	6	20.0	3	18.8	3	7.7	22	14.7	3	18.8	42	17.1
	3	2	13.3	28	26.4	25	28.1	2	13.3	6	24.0			5	15.6	1	5.0	2	10.0	1	3.3	7	43.8	7	17.9	9	6.0	1	6.3	26	10.6
	4	1	6.7	4	3.8	16	18.0	3	20.0	9	36.0					7	35.0					4	10.3	50	33.3					2	0.8
	8																							10	6.7					1	0.4
B2																															
	1	12	80.0	70	66.0	47	52.8	10	66.7	9	36.0	13	92.9	25	78.1	11	55.0	17	85.0	28	93.3	9	56.3	27	69.2	72	48.0	15	93.8	207	84.1
	2			5	4.7	1	1.1			1	4.0	1	7.1	2	6.3	1	5.0	1	5.0	1	3.3		1	2.6	9	6.0				10	4.1
	3	2	13.3	27	25.5	25	28.1	2	13.3	6	24.0			5	15.6	1	5.0	2	10.0	1	3.3	7	43.8	7	17.9	9	6.0	1	6.3	26	10.6
	4	1	6.7	4	3.8	16	18.0	3	20.0	9	36.0					7	35.0					4	10.3	50	33.3					2	0.8
	8																							10	6.7					1	0.4
B3																															
	1	10	66.7	69	65.1	47	52.8	10	66.7	9	36.0	12	85.7	21	65.6	12	60.0	15	75.0	24	80.0	8	50.0	27	69.2	72	48.0	13	81.3	209	85.0
	2	2	13.3	6	5.7	1	1.1			1	4.0	1	7.1	6	18.8			3	15.0	5	16.7	1	6.3	1	2.6	9	6.0	2	12.5	8	3.3
	3	2	13.3	27	25.5	25	28.1	2	13.3	6	24.0	1	7.1	5	15.6	1	5.0	2	10.0	1	3.3	7	43.8	7	17.9	9	6.0	1	6.3	26	10.6
	4	1	6.7	4	3.8	16	18.0	3	20.0	9	36.0					7	35.0					4	10.3	50	33.3					2	0.8
	8																							10	6.7					1	0.4
B4																															
	1	3	20.0	4	3.8	14	15.7	10	66.7	7	28.0					1	5.0	4	20.0	3	10.0	4	25.0	3	7.7	20	13.3	14	87.5	133	54.1
	2	9	60.0	68	64.2	31	34.8			3	12.0	14	100.0	27	84.4	11	55.0	14	70.0	25	83.3	5	31.3	25	64.1	61	40.7	1	6.3	84	34.1
	3	2	13.3	30	28.3	28	31.5	2	13.3	6	24.0			5	15.6	1	5.0	2	10.0	2	6.7	7	43.8	7	17.9	9	6.0	1	6.3	26	10.6
	4	1	6.7	4	3.8	16	18.0	3	20.0	9	36.0					7	35.0					4	10.3	50	33.3					2	0.8
	8																							10	6.7					1	0.4
B5																															
	1	3	20.0	53	50.0	24	27.0	8	53.3	4	16.0	9	64.3	17	53.1	1	5.0	12	60.0	19	63.3	6	37.5	10	25.6	56	37.3	12	75.0	171	69.5
	2	9	60.0	21	19.8	21	23.6	2	13.3	6	24.0	5	35.7	10	31.3	11	55.0	6	30.0	10	33.3	3	18.8	18	46.2	25	16.7	3	18.8	46	18.7
	3	2	13.3	28	26.4	28	31.5	2	13.3	6	24.0			5	15.6	1	5.0	2	10.0	1	3.3	7	43.8	7	17.9	9	6.0	1	6.3	26	10.6
	4	1	6.7	4	3.8	16	18.0	3	20.0	9	36.0					7	35.0					4	10.3	50	33.3					2	0.8
	8																							10	6.7					1	0.4

Year Two County Data

Antrim thru Kent pgs. 1-6; Livingston thru Wexford pgs. 7-12		ANTRIM		BERRIEN		CALHOUN		CHARLEVOIX		CHIPPEWA		CRAWFORD		DELTA		DICKINSON		GRATIOT		IONIA		IRON		ISABELLA		KALAMAZOO		KALKASKA		KENT	
# of Reviews		15		106		89		15		25		14		32		20		20		30		16		39		150		16		246	
Question	Answer	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
B6																															
	1	3	20.0	53	50.0	29	32.6	12	80.0	11	44.0	9	64.3	15	46.9	10	50.0	6	30.0	18	60.0	8	50.0	21	53.8	78	52.0	12	75.0	147	59.8
	2	9	60.0	20	18.9	1	1.1	1	6.7	7	28.0	2	14.3	11	34.4	8	40.0	12	60.0	10	33.3	2	12.5	11	28.2	48	32.0		67	27.2	
	3	3	20.0	33	31.1	59	66.3	2	13.3	7	28.0	3	21.4	6	18.8	2	10.0	2	10.0	2	6.7	6	37.5	7	17.9	14	9.3	4	25.0	31	12.6
	8																									10	6.7		1	0.4	
C1																															
	1	5	33.3	15	14.2	18	20.2	8	53.3	3	12.0	6	42.9	9	28.1	7	35.0	7	35.0	8	26.7	3	18.8	15	38.5	35	23.3	8	50.0	41	16.7
	2																														
	4	10	66.7	91	85.8	71	79.8	7	46.7	22	88.0	8	57.1	23	71.9	13	65.0	13	65.0	22	73.3	13	81.3	24	61.5	115	76.7	8	50.0	205	83.3
C2																															
	1			1	0.9			1	6.7			1	7.1	1	3.1					2	6.7			3	7.7	3	2.0	2	12.5	2	0.8
	2													4	12.5											2	1.3				
	3			3	2.8														2	10.0				2	5.1	2	1.3		4	1.6	
	4	15	100.0	102	96.2	89	100.0	14	93.3	25	100.0	13	92.9	27	84.4	20	100.0	18	90.0	28	93.3	16	100.0	34	87.2	143	95.3	14	87.5	240	97.6
C3																															
	1	14	93.3	91	85.8	66	74.2	12	80.0	16	64.0	12	85.7	8	25.0	12	60.0	20	100.0	29	96.7	7	43.8	33	84.6	109	72.7	16	100.0	229	93.1
	2	1	6.7	15	14.2	22	24.7	3	20.0	9	36.0	2	14.3	24	75.0	8	40.0			1	3.3	9	56.3	6	15.4	39	26.0		17	6.9	
	3					1	1.1																			2	1.3				
C4																															
	1			1	0.9	1	1.1									1	5.0									4	2.7		1	0.4	
	2					1	1.1																1	2.6	1	0.7					
	3			4	3.8																										
	4	15	100.0	101	95.3	87	97.8	15	100.0	25	100.0	14	100.0	32	100.0	19	95.0	20	100.0	30	100.0	16	100.0	38	97.4	145	96.7	16	100.0	245	99.6
C5																															
	1	1	6.7	4	3.8	4	4.5			1	4.0	3	21.4	2	6.3	2	10.0	3	15.0	5	16.7	1	6.3	3	7.7	6	4.0	2	12.5	10	4.1
	2																	1	5.0	1	3.3								1	0.4	
	3					1	1.1																								
	4	14	93.3	102	96.2	84	94.4	15	100.0	24	96.0	11	78.6	30	93.8	18	90.0	16	80.0	24	80.0	15	93.8	36	92.3	144	96.0	14	87.5	235	95.5

Year Two County Data

Antrim thru Kent pgs. 1-6; Livingston thru Wexford pgs. 7-12		ANTRIM		BERRIEN		CALHOUN		CHARLEVOIX		CHIPPEWA		CRAWFORD		DELTA		DICKINSON		GRATIOT		IONIA		IRON		ISABELLA		KALAMAZOO		KALKASKA		KENT			
# of Reviews		15		106		89		15		25		14		32		20		20		30		16		39		150		16		246			
Question	Answer	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%				
C6																																	
	1																			1	3.3									1	0.4		
	2																																
	3					30	33.7																1	2.6	138	92.0	1	6.3	1	0.4			
	4	15	100.0	106	100.0	59	66.3	15	100.0	25	100.0	14	100.0	32	100.0	20	100.0	20	100.0	29	96.7	16	100.0	38	97.4	4	2.7	15	93.8	244	99.2		
	8																																
C7																																	
	1	15	100.0	98	92.5	89	100.0	15	100.0	21	84.0	14	100.0	32	100.0	19	95.0	20	100.0	29	96.7	16	100.0	31	79.5	144	96.0	16	100.0	236	95.9		
	2			8	7.5											1	5.0							8	20.5	5	3.3			8	3.3		
	3									2	8.0																						
	8									2	8.0										1	3.3					1	0.7			2	0.8	
D1a																																	
	1			4	3.8	1	1.1	1	6.7	2	8.0	2	14.3	3	9.4			1	5.0	5	16.7	1	6.3	6	15.4	7	4.7			23	9.3		
	2			1	0.9															1	5.0	1	3.3			1	0.7						
	3	1	6.7	2	1.9	4	4.5												3	15.0	1	3.3			1	2.6	4	2.7			1	0.4	
	4	14	93.3	99	93.4	84	94.4	14	93.3	23	92.0	12	85.7	29	90.6	20	100.0	15	75.0	23	76.7	15	93.8	31	79.5	138	92.0	16	100.0	222	90.2		
D1b																																	
	1	4	26.7			26	29.2	2	13.3	4	16.0	4	28.6	18	56.3	1	5.0	6	30.0	6	20.0			2	5.1	9	6.0	1	6.3	19	7.7		
	2	3	20.0	31	29.2	48	53.9	2	13.3	6	24.0	6	42.9	11	34.4	14	70.0	12	60.0	2	6.7	1	6.3	10	25.6	43	28.7	14	87.5	56	22.8		
	3			71	67.0	15	16.9			7	28.0									22	73.3	8	50.0	6	15.4	95	63.3			36	14.6		
	4	8	53.3	4	3.8			11	73.3	8	32.0	4	28.6	3	9.4	5	25.0	2	10.0					7	43.8	21	53.8	3	2.0	1	6.3	135	54.9
D1c																																	
	0																																
	1	11	73.3	55	51.9	39	43.8	10	66.7	8	32.0	10	71.4	24	75.0	6	30.0	17	85.0	26	86.7	6	37.5	21	53.8	71	47.3	14	87.5	190	77.2		
	2	1	6.7	22	20.8	1	1.1	2	13.3	1	4.0	3	21.4	3	9.4	6	30.0	1	5.0	1	3.3	3	18.8	5	12.8	13	8.7	1	6.3	22	8.9		
	3	3	20.0	29	27.4	49	55.1	3	20.0	16	64.0	1	7.1	5	15.6	8	40.0	2	10.0	3	10.0	7	43.8	13	33.3	56	37.3	1	6.3	33	13.4		
	8																																
D2																																	
	1	2	13.3	2	1.9	16	18.0	1	6.7	3	12.0			2	6.3	1	5.0	9	45.0	1	3.3	3	18.8	4	10.3	17	11.3	10	62.5	42	17.1		
	2	4	26.7	44	41.5	21	23.6	5	33.3	9	36.0	8	57.1	11	34.4	6	30.0	8	40.0	17	56.7	6	37.5	13	33.3	50	33.3	4	25.0	74	30.1		
	3													1	3.1																		
	4	9	60.0	60	56.6	52	58.4	9	60.0	13	52.0	6	42.9	18	56.3	13	65.0	3	15.0	12	40.0	7	43.8	22	56.4	81	54.0	2	12.5	130	52.8		

Year Two County Data

Antrim thru Kent pgs. 1-6; Livingston thru Wexford pgs. 7-12		ANTRIM		BERRIEN		CALHOUN		CHARLEVOIX		CHIPPEWA		CRAWFORD		DELTA		DICKINSON		GRATIOT		IONIA		IRON		ISABELLA		KALAMAZOO		KALKASKA		KENT	
# of Reviews		15		106		89		15		25		14		32		20		20		30		16		39		150		16		246	
Question	Answer	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
D3																															
	1													1	3.1														1	0.4	
	3	15	100.0	106	100.0	89	100.0	15	100.0	25	100.0	14	100.0	31	96.9	20	100.0	20	100.0	30	100.0	16	100.0	39	100.0	150	100.0	16	100.0	245	99.6
D4																															
	1			1	0.9					1	4.0	2	14.3			5	25.0									1	0.7	1	6.3	1	0.4
	3	15	100.0	105	99.1	89	100.0	15	100.0	24	96.0	12	85.7	32	100.0	15	75.0	20	100.0	30	100.0	16	100.0	39	100.0	149	99.3	15	93.8	245	99.6
D5																															
	1																									1	0.7				
	3	1	6.7	7	6.6	5	5.6	2	13.3	2	8.0	2	14.3	3	9.4			5	25.0	7	23.3	1	6.3	8	20.5	9	6.0			21	8.5
	4	14	93.3	99	93.4	84	94.4	13	86.7	23	92.0	12	85.7	29	90.6	20	100.0	15	75.0	23	76.7	15	93.8	31	79.5	140	93.3	16	100.0	225	91.5
E1a																															
	1			7	6.6	9	10.1			5	20.0	2	14.3	3	9.4	3	15.0	1	5.0	3	10.0			7	17.9	27	18.0	8	50.0	66	26.8
	2			6	5.7	3	3.4					1	7.1			1	5.0			3	10.0					10	6.7	1	6.3	14	5.7
	3			4	3.8	3	3.4	1	6.7	2	8.0	2	14.3	1	3.1			2	10.0	2	6.7	1	6.3			3	2.0	1	6.3	3	1.2
	4	15	100.0	89	84.0	74	83.1	14	93.3	18	72.0	9	64.3	28	87.5	16	80.0	17	85.0	22	73.3	15	93.8	32	82.1	110	73.3	6	37.5	163	66.3
E2a																															
	1					3	3.4			1	4.0												2	5.1	3	2.0	1	6.3	24	9.8	
	2					1	1.1					1	7.1							2	6.7					2	1.3			5	2.0
	3																						1	2.6							
	4	15	100.0	106	100.0	85	95.5	15	100.0	24	96.0	13	92.9	32	100.0	20	100.0	20	100.0	28	93.3	16	100.0	36	92.3	145	96.7	15	93.8	217	88.2

Year Two County Data

Antrim thru Kent pgs. 1-6; Livingston thru Wexford pgs. 7-12		LIVINGSTON		MACKINAC		MECOSTA		MENOMINEE		NEWAYGO		OAKLAND		OSCEOLA		PRESQUE ISLE		ST CLAIR		TUSCOLA		VAN BUREN		WAYNE		WEXFORD	
# of Reviews		31		11		38		25		44		460		25		10		79		28		49		1,097		25	
Question	Answer	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
A1a																											
	1	31	100.0	9	81.8	33	86.8	18	72.0	42	95.5	411	89.3	20	80.0	10	100.0	77	97.5	24	85.7	47	95.9	1,040	94.8	23	92.0
	2			2	18.2	2	5.3	2	8.0	2	4.5	12	2.6							1	3.6	1	2.0	15	1.4		
	3					1	2.6	5	20.0			19	4.1	5	20.0			2	2.5	3	10.7	1	2.0	40	3.6	2	8.0
	8					2	5.3					18	3.9											2	0.2		
A1b																											
	1	2	6.5			7	18.4	2	8.0	4	9.1	46	10.0	4	16.0	2	20.0	11	13.9	4	14.3	6	12.2	108	9.8	3	12.0
	2					1	2.6					1	0.2											2	0.2		
	3					1	2.6			1	2.3	10	2.2					1	1.3			1	2.0	9	0.8		
	4	29	93.5	11	100.0	29	76.3	23	92.0	39	88.6	403	87.6	21	84.0	8	80.0	67	84.8	24	85.7	42	85.7	978	89.2	22	88.0
A2																											
	1	22	71.0	8	72.7	28	73.7	16	64.0	27	61.4	337	73.3	8	32.0	7	70.0	58	73.4	26	92.9	35	71.4	898	81.9	19	76.0
	2	8	25.8	2	18.2	8	21.1	8	32.0	14	31.8	90	19.6	11	44.0	2	20.0	18	22.8	2	7.1	12	24.5	154	14.0	5	20.0
	3	1	3.2	1	9.1			1	4.0	3	6.8	15	3.3	6	24.0	1	10.0	3	3.8			2	4.1	43	3.9	1	4.0
	8					2	5.3					18	3.9											2	0.2		
A2a																											
	1	30	96.8	9	81.8	32	84.2	20	80.0	41	93.2	421	91.5	18	72.0	6	60.0	74	93.7	28	100.0	44	89.8	1,024	93.3	24	96.0
	2			1	9.1	2	5.3	4	16.0			6	1.3	1	4.0			2	2.5			3	6.1	28	2.6		
	3	1	3.2	1	9.1	1	2.6	1	4.0	3	6.8	15	3.3	6	24.0			3	3.8			2	4.1	43	3.9	1	4.0
	4					1	2.6									4	40.0										
	8					2	5.3					18	3.9											2	0.2		
A3																											
	1	20	64.5	6	54.5	25	65.8	16	64.0	20	45.5	352	76.5	14	56.0	6	60.0	49	62.0	21	75.0	29	59.2	909	82.9	17	68.0
	2			4	36.4	4	10.5	3	12.0	1	2.3	10	2.2	1	4.0			5	6.3			2	4.1	32	2.9		
	3	3	9.7	1	9.1			6	24.0	23	52.3	38	8.3	10	40.0	2	20.0	18	22.8	7	25.0	14	28.6	113	10.3	5	20.0
	4	8	25.8			7	18.4					42	9.1			2	20.0	7	8.9			4	8.2	40	3.6	3	12.0
	8					2	5.3					18	3.9											2	0.2		
	9																							1	0.1		

Year Two County Data

Antrim thru Kent pgs. 1-6; Livingston thru Wexford pgs. 7-12		LIVINGSTON		MACKINAC		MECOSTA		MENOMINEE		NEWAYGO		OAKLAND		OSCEOLA		PRESQUE ISLE		ST CLAIR		TUSCOLA		VAN BUREN		WAYNE		WEXFORD	
# of Reviews		31		11		38		25		44		460		25		10		79		28		49		1,097		25	
Question	Answer	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
A4																											
	1	11	35.5	9	81.8	22	57.9	16	64.0	14	31.8	345	75.0	20	80.0	9	90.0	49	62.0	14	50.0	33	67.3	932	85.0	17	68.0
	2	1	3.2			1	2.6	1	4.0	3	6.8	17	3.7					3	3.8			1	2.0	17	1.5	1	4.0
	3	11	35.5	2	18.2	6	15.8	8	32.0	27	61.4	41	8.9	4	16.0			22	27.8	14	50.0	12	24.5	118	10.8	4	16.0
	4	8	25.8			7	18.4					39	8.5	1	4.0	1	10.0	5	6.3			3	6.1	27	2.5	3	12.0
	8					2	5.3					18	3.9											2	0.2		
	9																							1	0.1		
A5a																											
	1	22	71.0	6	54.5	31	81.6	16	64.0	25	56.8	391	85.0	13	52.0	10	100.0	48	60.8	22	78.6	32	65.3	620	56.5	24	96.0
	2	9	29.0	5	45.5	7	18.4	9	36.0	19	43.2	68	14.8	12	48.0			30	38.0	6	21.4	17	34.7	471	42.9	1	4.0
	3											1	0.2					1	1.3					6	0.5		
A5b																											
	1	23	74.2	5	45.5	30	78.9	7	28.0	24	54.5	412	89.6	21	84.0	8	80.0	57	72.2	17	60.7	31	63.3	1,045	95.3	16	64.0
	2	8	25.8	6	54.5	7	18.4	18	72.0	20	45.5	44	9.6	4	16.0	2	20.0	22	27.8	11	39.3	18	36.7	42	3.8	7	28.0
	3											2	0.4											6	0.5	2	8.0
	4					1	2.6					2	0.4											4	0.4		
A5c																											
	1	3	9.7	6	54.5	6	15.8	9	36.0	11	25.0	19	4.1	3	12.0	1	10.0	10	12.7	4	14.3	14	28.6	21	1.9	6	24.0
	2	5	16.1			2	5.3	9	36.0	10	22.7	27	5.9	1	4.0	1	10.0	12	15.2	8	28.6	4	8.2	22	2.0	1	4.0
	3											2	0.4											6	0.5	2	8.0
	4	23	74.2	5	45.5	30	78.9	7	28.0	23	52.3	412	89.6	21	84.0	8	80.0	57	72.2	16	57.1	31	63.3	1,048	95.5	16	64.0
A6																											
	1	3	9.7	1	9.1	3	7.9	1	4.0	4	9.1	58	12.6	1	4.0	1	10.0	7	8.9	2	7.1	4	8.2	164	14.9	2	8.0
	2			1	9.1	1	2.6	4	16.0			11	2.4					4	5.1			3	6.1	19	1.7		
	3									1	2.3	1	0.2			1	10.0	3	3.8					15	1.4	1	4.0
	4	28	90.3	9	81.8	34	89.5	20	80.0	39	88.6	390	84.8	24	96.0	8	80.0	65	82.3	26	92.9	42	85.7	899	82.0	22	88.0
A7																											
	1	1	3.2	2	18.2	10	26.3	6	24.0	8	18.2	24	5.2	7	28.0	2	20.0	5	6.3	3	10.7	13	26.5	22	2.0	9	36.0
	3	30	96.8	9	81.8	28	73.7	19	76.0	36	81.8	436	94.8	18	72.0	8	80.0	74	93.7	25	89.3	36	73.5	1,075	98.0	16	64.0

Year Two County Data

Antrim thru Kent pgs. 1-6; Livingston thru Wexford pgs. 7-12		LIVINGSTON		MACKINAC		MECOSTA		MENOMINEE		NEWAYGO		OAKLAND		OSCEOLA		PRESQUE ISLE		ST CLAIR		TUSCOLA		VAN BUREN		WAYNE		WEXFORD	
# of Reviews		31		11		38		25		44		460		25		10		79		28		49		1,097		25	
Question	Answer	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
B1																											
	1	19	61.3	9	81.8	12	31.6	14	56.0	24	54.5	331	72.0	13	52.0	5	50.0	57	72.2	21	75.0	36	73.5	868	79.1	15	60.0
	2	3	9.7	1	9.1	5	13.2	7	28.0	8	18.2	47	10.2			1	10.0	17	21.5	4	14.3	2	4.1	59	5.4	4	16.0
	3	1	3.2	1	9.1	18	47.4	4	16.0	12	27.3	41	8.9	12	48.0	4	40.0	4	5.1	3	10.7	8	16.3	157	14.3	3	12.0
	4	8	25.8			1	2.6					23	5.0					1	1.3			3	6.1	11	1.0	3	12.0
	8					2	5.3					18	3.9											2	0.2		
B2																											
	1	21	67.7	9	81.8	15	39.5	20	80.0	29	65.9	373	81.1	13	52.0	6	60.0	69	87.3	25	89.3	37	75.5	906	82.6	19	76.0
	2	1	3.2	1	9.1	2	5.3	1	4.0	3	6.8	6	1.3					5	6.3			1	2.0	21	1.9		
	3	1	3.2	1	9.1	18	47.4	4	16.0	12	27.3	40	8.7	12	48.0	4	40.0	4	5.1	3	10.7	8	16.3	157	14.3	3	12.0
	4	8	25.8			1	2.6					23	5.0					1	1.3			3	6.1	11	1.0	3	12.0
	8					2	5.3					18	3.9											2	0.2		
B3																											
	1	18	58.1	9	81.8	13	34.2	20	80.0	26	59.1	356	77.4	12	48.0	6	60.0	63	79.7	23	82.1	36	73.5	884	80.6	19	76.0
	2	4	12.9	1	9.1	4	10.5	1	4.0	6	13.6	23	5.0	1	4.0			11	13.9	2	7.1	2	4.1	42	3.8		
	3	1	3.2	1	9.1	18	47.4	4	16.0	12	27.3	40	8.7	12	48.0	4	40.0	4	5.1	3	10.7	8	16.3	158	14.4	3	12.0
	4	8	25.8			1	2.6					23	5.0					1	1.3			3	6.1	11	1.0	3	12.0
	8					2	5.3					18	3.9											2	0.2		
B4																											
	1	21	67.7			14	36.8	19	76.0	4	9.1	150	32.6	13	52.0			22	27.8	22	78.6	1	2.0	175	16.0	15	60.0
	2	1	3.2	10	90.9	3	7.9	2	8.0	27	61.4	228	49.6			6	60.0	52	65.8	3	10.7	37	75.5	745	67.9	4	16.0
	3	1	3.2	1	9.1	18	47.4	4	16.0	13	29.5	41	8.9	12	48.0	4	40.0	4	5.1	3	10.7	8	16.3	164	14.9	3	12.0
	4	8	25.8			1	2.6					23	5.0					1	1.3			3	6.1	11	1.0	3	12.0
	8					2	5.3					18	3.9											2	0.2		
B5																											
	1	16	51.6	8	72.7	11	28.9	13	52.0	15	34.1	202	43.9	10	40.0	3	30.0	52	65.8	20	71.4	34	69.4	477	43.5	16	64.0
	2	6	19.4	2	18.2	6	15.8	8	32.0	17	38.6	175	38.0	3	12.0	3	30.0	22	27.8	5	17.9	4	8.2	448	40.8	3	12.0
	3	1	3.2	1	9.1	18	47.4	4	16.0	12	27.3	42	9.1	12	48.0	4	40.0	4	5.1	3	10.7	8	16.3	159	14.5	3	12.0
	4	8	25.8			1	2.6					23	5.0					1	1.3			3	6.1	11	1.0	3	12.0
	8					2	5.3					18	3.9											2	0.2		

Year Two County Data

Antrim thru Kent pgs. 1-6; Livingston thru Wexford pgs. 7-12		LIVINGSTON		MACKINAC		MECOSTA		MENOMINEE		NEWAYGO		OAKLAND		OSCEOLA		PRESQUE ISLE		ST CLAIR		TUSCOLA		VAN BUREN		WAYNE		WEXFORD	
# of Reviews		31		11		38		25		44		460		25		10		79		28		49		1,097		25	
Question	Answer	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
B6																											
	1	17	54.8	8	72.7	4	10.5	14	56.0	13	29.5	315	68.5	2	8.0	3	30.0	59	74.7	22	78.6	23	46.9	613	55.9	18	72.0
	2	10	32.3	2	18.2	15	39.5	7	28.0	19	43.2	77	16.7	11	44.0	4	40.0	16	20.3	2	7.1	19	38.8	263	24.0	3	12.0
	3	4	12.9	1	9.1	17	44.7	4	16.0	12	27.3	50	10.9	12	48.0	3	30.0	4	5.1	4	14.3	7	14.3	219	20.0	4	16.0
	8					2	5.3					18	3.9										2	0.2			
C1																											
	1	15	48.4	3	27.3	14	36.8	11	44.0	11	25.0	70	15.2	6	24.0	4	40.0	14	17.7	9	32.1	17	34.7	149	13.6	5	20.0
	2																							2	0.2		
	4	16	51.6	8	72.7	24	63.2	14	56.0	33	75.0	390	84.8	19	76.0	6	60.0	65	82.3	19	67.9	32	65.3	946	86.2	20	80.0
C2																											
	1	3	9.7			3	7.9	1	4.0	3	6.8	2	0.4					2	2.5			2	4.1	1	0.1		
	2					1	2.6			1	2.3							2	2.5			1	2.0				
	3	1	3.2	1	9.1	1	2.6	1	4.0	1	2.3	2	0.4	1	4.0			1	1.3	1	3.6	2	4.1	5	0.5		
	4	27	87.1	10	90.9	33	86.8	23	92.0	39	88.6	456	99.1	24	96.0	10	100.0	74	93.7	27	96.4	44	89.8	1,091	99.5	25	100.0
C3																											
	1	25	80.6	10	90.9	32	84.2	19	76.0	43	97.7	430	93.5	22	88.0	9	90.0	71	89.9	24	85.7	40	81.6	1,026	93.5	20	80.0
	2	6	19.4	1	9.1	6	15.8	6	24.0	1	2.3	30	6.5	3	12.0	1	10.0	8	10.1	4	14.3	9	18.4	65	5.9	4	16.0
	3																							6	0.5	1	4.0
C4																											
	1					1	2.6	7	28.0	1	2.3	11	2.4	1	4.0			1	1.3	1	3.6	1	2.0	12	1.1	1	4.0
	2	1	3.2															2	2.5					1	0.1		
	3											2	0.4														
	4	30	96.8	11	100.0	37	97.4	18	72.0	43	97.7	447	97.2	24	96.0	10	100.0	76	96.2	27	96.4	48	98.0	1,084	98.8	24	96.0
C5																											
	1	1	3.2			5	13.2	1	4.0	8	18.2	38	8.3	1	4.0	2	20.0	2	2.5	1	3.6	3	6.1	61	5.6	1	4.0
	2											1	0.2											3	0.3		
	3											2	0.4											1	0.1		
	4	30	96.8	11	100.0	33	86.8	24	96.0	36	81.8	419	91.1	24	96.0	8	80.0	77	97.5	27	96.4	46	93.9	1,032	94.1	24	96.0

Year Two County Data

Antrim thru Kent pgs. 1-6; Livingston thru Wexford pgs. 7-12		LIVINGSTON		MACKINAC		MECOSTA		MENOMINEE		NEWAYGO		OAKLAND		OSCEOLA		PRESQUE ISLE		ST CLAIR		TUSCOLA		VAN BUREN		WAYNE		WEXFORD			
# of Reviews		31		11		38		25		44		460		25		10		79		28		49		1,097		25			
Question	Answer	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
C6																													
	1											4	0.9			1	10.0					4	0.4						
	2											1	0.2									2	0.2						
	3	31	100.0					3	12.0			437	95.0					28	100.0			1,065	97.1	1	4.0				
	4			11	100.0	36	94.7	22	88.0	44	100.0			25	100.0	9	90.0	79	100.0			49	100.0	25	2.3	24	96.0		
	8					2	5.3					18	3.9									1	0.1						
C7																													
	1	31	100.0	11	100.0	36	94.7	25	100.0	41	93.2	446	97.0	25	100.0	10	100.0	79	100.0	28	100.0	46	93.9	1,077	98.2	22	88.0		
	2					2	5.3					10	2.2					3	6.1			9	0.8	1	4.0				
	3									3	6.8	4	0.9									11	1.0	2	8.0				
D1a																													
	1	8	25.8	1	9.1	10	26.3	8	32.0	3	6.8	34	7.4	3	12.0	3	30.0	8	10.1			3	6.1	41	3.7	1	4.0		
	2											3	0.7																
	3					2	5.3	1	4.0			5	1.1	2	8.0			2	2.5	2	7.1	5	10.2	5	0.5				
	4	23	74.2	10	90.9	26	68.4	16	64.0	41	93.2	418	90.9	20	80.0	7	70.0	69	87.3	26	92.9	41	83.7	1,051	95.8	24	96.0		
D1b																													
	1			5	45.5	12	31.6	8	32.0	8	18.2	32	7.0	2	8.0	3	30.0	8	10.1	3	10.7	9	18.4	127	11.6				
	2	7	22.6	2	18.2	1	2.6	1	4.0	30	68.2	252	54.8	4	16.0			31	39.2	2	7.1	39	79.6	738	67.3	1	4.0		
	3	17	54.8			13	34.2			4	9.1	140	30.4	19	76.0			40	50.6	23	82.1			176	16.0	24	96.0		
	4	7	22.6	4	36.4	12	31.6	16	64.0	2	4.5	36	7.8			7	70.0					1	2.0	56	5.1				
D1c																													
	0											1	0.2																
	1	20	64.5	10	90.9	12	31.6	15	60.0	15	34.1	349	75.9	13	52.0	5	50.0	63	79.7	19	67.9	33	67.3	777	70.8	18	72.0		
	2	2	6.5			5	13.2	6	24.0	11	25.0	33	7.2			1	10.0	9	11.4	1	3.6	3	6.1	79	7.2	1	4.0		
	3	9	29.0	1	9.1	19	50.0	4	16.0	18	40.9	59	12.8	12	48.0	4	40.0	7	8.9	8	28.6	13	26.5	239	21.8	6	24.0		
	8					2	5.3					18	3.9									2	0.2						
D2																													
	1	4	12.9	2	18.2	5	13.2	5	20.0	8	18.2	230	50.0	2	8.0	1	10.0	9	11.4	7	25.0	6	12.2	323	29.4	4	16.0		
	2	17	54.8	4	36.4	19	50.0	9	36.0	7	15.9	78	17.0	7	28.0	5	50.0	33	41.8	14	50.0	23	46.9	239	21.8	7	28.0		
	3																					5	0.5	2	8.0				
	4	10	32.3	5	45.5	14	36.8	11	44.0	29	65.9	152	33.0	16	64.0	4	40.0	37	46.8	7	25.0	20	40.8	530	48.3	12	48.0		

Year Two County Data

Antrim thru Kent pgs. 1-6; Livingston thru Wexford pgs. 7-12		LIVINGSTON		MACKINAC		MECOSTA		MENOMINEE		NEWAYGO		OAKLAND		OSCEOLA		PRESQUE ISLE		ST CLAIR		TUSCOLA		VAN BUREN		WAYNE		WEXFORD			
# of Reviews		31		11		38		25		44		460		25		10		79		28		49		1,097		25			
Question	Answer	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
D3																													
	1					1	2.6			1	2.3	3	0.7			1	10.0												
	3	31	100.0	11	100.0	37	97.4	25	100.0	43	97.7	457	99.3	25	100.0	9	90.0	79	100.0	28	100.0	49	100.0	1,097	100.0	25	100.0		
D4																													
	1					2	5.3			3	6.8	4	0.9			1	10.0			1	3.6	1	2.0	6	0.5				
	3	31	100.0	11	100.0	36	94.7	25	100.0	41	93.2	456	99.1	25	100.0	9	90.0	79	100.0	27	96.4	48	98.0	1,091	99.5	25	100.0		
D5																													
	1					1	2.6					2	0.4	1	4.0									2	0.2				
	3	6	19.4	1	9.1	8	21.1	9	36.0	3	6.8	41	8.9	5	20.0	3	30.0	10	12.7	2	7.1	7	14.3	47	4.3	1	4.0		
	4	25	80.6	10	90.9	29	76.3	16	64.0	41	93.2	417	90.7	19	76.0	7	70.0	69	87.3	26	92.9	42	85.7	1,048	95.5	24	96.0		
E1a																													
	1	2	6.5	1	9.1	3	7.9	2	8.0	1	2.3	124	27.0	3	12.0			3	3.8	6	21.4	3	6.1	233	21.2	5	20.0		
	2					2	5.3			2	4.5	20	4.3	3	12.0	1	10.0	1	1.3			1	2.0	40	3.6				
	3					4	10.5	3	12.0	4	9.1	4	0.9	1	4.0	2	20.0			1	3.6	4	8.2	13	1.2				
	4	29	93.5	10	90.9	29	76.3	20	80.0	37	84.1	312	67.8	18	72.0	7	70.0	75	94.9	21	75.0	41	83.7	811	73.9	20	80.0		
E2a																													
	1					1	2.6					37	8.0	1	4.0					1	3.6	1	2.0	49	4.5	3	12.0		
	2											4	0.9							1	3.6	1	2.0	15	1.4				
	3													1	4.0							1	0.1						
	4	31	100.0	11	100.0	37	97.4	25	100.0	44	100.0	419	91.1	23	92.0	10	100.0	79	100.0	26	92.9	47	95.9	1,032	94.1	22	88.0		

Total Number of Responses by Question

The information presented here is a summary of the responses by question and response option for counties that were reviewed between June 2009 and July 2010. Note: This data represents 10% of all the beneficiaries that received Home Help payments in 2009. Possible errors in the remaining 90% of the cases are not represented in this data.

1=Yes; 2=No, completed incorrectly; 3=Not Available; 4=Not Applicable;
8=File Not Available at Site Visit 9=Missing

Question	Response	Total	Question	Response	Total
A1a	1	2,523	A5b	1	2,367
	2	70		2	361
	3	129		3	11
	8	33		4	16
A1b	1	325	A5c	1	190
	2	13		2	182
	3	34		3	11
	4	2,383		4	2,372
A2	1	1,993	A6	1	374
	2	607		2	77
	3	122		3	34
	8	33		4	2,270
A2a	1	2,481	A7	1	219
	2	114		3	2,536
	3	122	B1	1	1,905
	4	5		2	281
	8	33		3	390
A3	1	2,049	4	146	
	2	107	8	33	
	3	320	B2	1	2,114
	4	245		2	74
	8	33		3	388
A4	9	1	4	146	
	1	2,032	8	33	
	2	86	B3	1	2,043
	3	397		2	143
	4	206		3	390
8	33	4		146	
A5a	9	1	8	33	
	1	1,797			
	2	950			
	3	8			

Total Number of Responses by Question

Question	Response	Total
B4	1	676
	2	1,496
	3	404
	4	146
	8	33
B5	1	1,282
	2	898
	3	396
	4	146
	8	33
B6	1	1,543
	2	657
	3	522
	8	33
C1	1	516
	2	2
	4	2,237
C2	1	33
	2	11
	3	30
	4	2,681
C3	1	2,445
	2	300
	3	10
C4	1	45
	2	7
	3	6
	4	2,697
C5	1	171
	2	7
	3	4
	4	2,573
C6	1	11
	2	3
	3	1,736
	4	976
	8	29

Question	Response	Total
C7	1	2,672
	2	57
	3	26
D1a	1	179
	2	8
	3	41
D1b	4	2,527
	1	319
	2	1,367
	3	716
D1c	4	353
	0	1
	1	1,857
	2	236
D2	3	628
	8	33
	1	719
	2	742
D3	3	10
	4	1,284
	1	8
	3	2,747
D4	1	30
	3	2,725
D5	1	7
	3	216
	4	2,532
E1a	1	527
	2	109
	3	61
	4	2,058
E2a	1	127
	2	32
	3	3
	4	2,593

Provider Log Submissions

Item B6 collected the number of provider logs that were submitted and the number of number of Home Help payments that were made. For each case reviewed, a percentage was calculated to show how often logs were submitted. The table below lists the number of cases that fall into one of five categories. For example, in Antrim, 0-25% of the provider logs were on file for the months that payments were made in 2009 for 5 cases. Three cases in Antrim had all the logs from months that the beneficiary received payments for in 2009.

Percentage of Provider Log Submission					
County	0 - 25%	26% - 50%	51% - 75%	76% - 99%	100%
Antrim	5	1	4	2	3
Berrien	28	7	12	7	52
Calhoun	36	2	17	7	27
Charlevoix	2		1		12
Chippewa	7		3	3	12
Crawford	2		1	2	9
Delta	5		7	5	15
Dickinson	3	1	1	5	10
Gratiot	5	3	4	2	6
Ionia	2		3	7	18
Iron	6		1	1	8
Isabella	8	1	8	1	21
Kalamazoo	35	1	26	2	76
Kalkaska	2		1	1	12
Kent	52	6	34	9	144
Livingston	7		5	3	16
Mackinac	1		2		8
Mecosta	24	2	5	1	4
Menominee	7		4	1	13
Newaygo	15	4	8	4	13
Oakland	51	3	46	27	315
Osceola	21		2		2
Presque Isle	3	1	3		3
St. Clair	6	3	6	4	60
Tuscola	3		2		23
Van Buren	11	2	9	3	24
Wayne	196	42	199	66	592
Wexford	6		1	1	17
Total*	549	79	415	164	1,515

**Of the 2,755 cases reviewed, the file was not available at the site visit for 33 cases.*

Files Not Available at Site Visit

The following cases were not made available to the review team during the site visit. The cases had data collected from ASCAP but not from the hard copy case file. If a date is indicated, the case was closed at the time of the review. If "open" is listed, the case was still open at the time of the review.

<u>County</u>	<u>ID</u>	<u>Date Case Closed</u>
KALAMAZOO	966861	Open
	968347	6/1/2009
	1571958	8/31/2009
	4862396	Open
	14727903	2/29/2008
	21532269	3/6/2009
	26943212	Open
	31562525	11/30/2008
	45195043	Open
	86960013	11/13/2008
KENT	14362280*	Open
MECOSTA	14042183	4/27/2009
	46723785	10/14/2008
OAKLAND	2277459	7/22/2009
	2525084	9/8/2008
	2758358	Open
	3840573	7/9/2008
	11156112	2/18/2010
	12532036	4/30/2008
	18648558	9/11/2008
	22332268	Open
	22580800	2/8/2008
	25987820	10/6/2008
	33210325	4/1/2008
	33983306	10/21/2009
	80518600	3/15/2010
	82555873	5/28/2009
	84190341	2/1/2009
	85157092	6/20/2009
93264023	10/7/2008	
95217363	10/21/2008	
WAYNE	58019849	5/29/2009
	84031882	1/9/2009

*Case was not available during the time of the review, but upon request in September 2010, Kent was able to produce the case to MDCH.

Number of Cases by County Grouped by Number of Days Between Referral Date and Date Case Was Opened

The information presented here is a summary of the number of cases grouped in 4 categories according to the length of time between the date a case was opened and the date of referral for counties that were reviewed between June 2009 and July 2010. Note: This data represents 10% of all the beneficiaries that received Home Help payments in 2009. Possible errors in the remaining 90% of the cases are not represented in this data.

County	Case Was Opened:			
	Before Referral	0-45 Days After Referral	46-60 Days After Referral	Over 61 Days After Referral
Antrim		14	1	
Berrien	1	102	1	2
Calhoun	1	88		
Charlevoix		15		
Chippewa		25		
Crawford		13	1	
Delta		31		1
Dickinson		19		1
Gratiot		19	1	
Ionia		29	1	
Iron	1	15		
Isabella		32	1	6
Kalamazoo	3	137	2	8
Kalkaska		13	2	1
Kent	1	232	12	1
Livingston		30	1	
Mackinac		10		1
Mecosta		37		1
Menominee		22	1	2
Newaygo		37	4	3
Oakland	5	437	7	11
Osceola		24	1	
Presque Isle		10		
St. Clair		75	1	2
Tuscola		26		2
Van Buren		46	3	
Wayne	9	1,052	12	23
Wexford		25		
Total*	21	2,615	52	65

*Of the 2,755 cases reviewed, the referral date was missing for 2 cases.

**Number of Cases by County Grouped by Number of Days Initial Medical Needs Was Done
Compared To Date Case Was Opened**

The information presented here is a summary of the number of cases grouped in 4 categories according to the length of time between the date a case was opened and the date of the initial medical needs assessment for counties that were reviewed between June 2009 and July 2010. Note: This data represents 10% of all the beneficiaries that received Home Help payments in 2009. Possible errors in the remaining 90% of the cases are not represented in this data.

County	Initial Medical Needs Was Done:			
	More Than 30 Days Before Case Opened	Less Than 30 Days Before Case Opened	1-30 Days After Case Opened	More Than 31 Days After Case Opened
Antrim			5	9
Berrien	4	30	48	24
Calhoun	5	22	56	6
Charlevoix	1	5	5	4
Chippewa	4	3	17	1
Crawford	3	2	8	1
Delta	4	4	21	3
Dickinson	2	2	11	5
Gratiot	2	5	12	1
Ionia	7	2	20	1
Iron		2	13	1
Isabella	4	2	23	10
Kalamazoo	30	25	79	13
Kalkaska		3	9	4
Kent	13	65	141	27
Livingston	6	16	8	1
Mackinac	1	1	8	1
Mecosta	2	13	18	5
Menominee	4		16	5
Newaygo	10	5	23	6
Oakland	70	71	244	71
Osceola	5	4	13	3
Presque Isle	2	2	4	2
St. Clair	9	30	27	12
Tuscola	3	4	19	1
Van Buren	6	19	16	7
Wayne	212	357	407	111
Wexford	3	10	10	2
Total*	412	704	1,281	337

*Of the 2,755 cases reviewed, the date of the medical needs assessment was not available for 21 cases.

Michigan Public Health Institute
Michigan Department of Community Health
HOME HELP PROGRAM CASE READING FORM

Case ID #	County	Case Under \$549.99/mth	Case from \$550 to under \$1299.99	Case Over \$1300	Complex Care Identified		Check if file is not available at site visit.	Check if pymt is between 1249 and 1299	
					YES	NO			
1 = Yes	2 = No, completed incorrectly	3 = Not Available			4 = Not applicable				
A. INITIAL CASE INFORMATION					1	2	3	4	Comments
1.a.	DHS-390, Adult Services Application completed and signed by client or representative. <i>ONLY</i>		<i>HC</i>					<input type="checkbox"/> No beneficiary or representative signature on DHS-390. <input type="checkbox"/> No date on DHS-390. <input type="checkbox"/> No application in hard copy.	
1.b.	New DHS-390 completed for cases closed for more than 90 days. <i>HC for new 390 date, check ASCAP to see if case has been closed for 90 days.</i> <i>applicable, ASCAP most recent open date _____</i>		<i>If</i>					<input type="checkbox"/> No beneficiary or representative signature on DHS-390. <input type="checkbox"/> No date on DHS-390. <input type="checkbox"/> No application in hard copy.	
2	DHS 54A Initial Medical Needs form signed by a Physician, Nurse practitioner, Physical or Occupational Therapist . <i>HC ONLY- professional must include their title and National Provider Identifier (NPI) number formerly the MA enrollment number.</i>							<input type="checkbox"/> No NPI on initial DHS 54A. <input type="checkbox"/> No medical professional signature on initial DHS 54A <input type="checkbox"/> No date on initial DHS 54A <input type="checkbox"/> No initial 54A in file.	
2a	DHS 54A Initial 54A a medical professional certified that the patient has a medical need for HH. <i>HC ONLY- initial 54A Item I is checked "yes"</i>								
3	MSA 4676, Home Help Services Statement of Employment signed by non-agency providers (one required per provider). <i>HC ONLY;</i> ASCAP- Name of current provider(s) _____							<input type="checkbox"/> No MSA 4676 in hard copy.	
4	DHS 4771, Authorization For Withholding of FICA Tax completed as appropriate. <i>HC ONLY, not required for clients using an agency or provider child age 18-20 caring for a parent.</i>							<input type="checkbox"/> No DHS 4771 in hard copy. <input type="checkbox"/> Provider date of birth and/or relationship not on file to determine if file should have a form.	
5.a.	Adequate justification provided under Functional Abilities for activities ranked 3 or higher. ASCAP ONLY-Functional Module under Functional Abilities								
5.b.	Time assigned to provider for activity does not exceed RTS. ASCAP -Functional Module under Functional Abilities vs. RTS vs. time/task screen								
5.c.	If hours exceed RTS, is justification for hours exceeding a reasonable time schedule present. ASCAP ONLY-IADLs should never go over cap limit General Narrative or Service Plan								
6	If case opened in 2009, DHS-1210, Initial Service Approval Notice matches initial payment amount made. ASCAP- Contacts VS. MPS							<input type="checkbox"/> No initial 1210 issued. <input type="checkbox"/> Payment history unavailable to compare original 1210 to initial payment. <input type="checkbox"/> Initial payment amount does not match initial 1210 approved payment.	
7	Documentation of coordination and collaboration with other community agencies (CMH, CSHCS) found in case record. ASCAP ONLY-General Narrative or Service Plan								

1 = Yes	2 = No, completed incorrectly	3 = Not Available	4 = Not applicable						
B. DETERMINATION COMPLETION OF CASE MANAGEMENT FUNCTIONS					1	2	3	4	Comments
1	DHS-721, Personal Care Services Provider Log, properly completed by marking an individual mark in each box indicating a task was performed. <i>HC ONLY</i>								_____ of _____ done correctly
2	DHS 721 Provider Logs signed by provider. <i>HC ONLY</i>								_____ of _____ done correctly
3	DHS 721 Provider Logs signed by beneficiary. <i>HC ONLY</i>								_____ of _____ done correctly
4	DHS-721 Provider Logs initialed by ASW. <i>HC ONLY</i>								_____ of _____ done correctly
5	DHS 721 Quarterly submission of provider logs. <i>HC ONLY, review 'RECEIVED DATE' stamp on form.</i>								_____ of _____ done correctly
6	DHS 721 Submission of log for each month that HH payments were made in 2009. <i>HC ONLY (see Tool F.20.)</i>								_____ of _____ done correctly
1 = Yes	2 = No, completed incorrectly	3 = Not Available	4 = Not applicable						
C. AUTHORIZATIONS AND PAYMENT					1	2	3	4	Comments
1.	Cases over \$549.99 have adult services supervisor approval. ASCAP ONLY- If the auth is displayed in MPS on ASCAP it was approved.								
2	Cases over \$1299.99 have DCH Approval. ASCAP pymt screen and HC - DCH approval letter. Approval must be completed within six months of payment increase. Date of most recent increase: _____ Date of DCH approval: _____								___ No approval letter from MDCH for case over \$1299.99 ___ Payment information not available on ASCAP to compare approval date from MDCH for payments over \$1299.99
3	Is the total cost of care amount consistent with the payment amount. ASCAP ONLY: Time Task (MPS) vs. Payment (MPS)								___ Payment amount is higher than the amount tallied in Time/Task.
4.	Medicaid spend down amount applied (if using the personal care option). ASCAP ONLY- Client Module/Resource tab; MPS highlight authorization.								
5.	Payments discontinued according to policy when beneficiary expires. ASCAP ONLY- If the worker knows the date you will find it on the Disposition Screen under disp information.								
6.	Recoupment form DHS-566 in hard copy file. <i>HC ONLY</i>								
7.	County provider rate applied according to policy. ASCAP - Payment (MPS) vs. county individual and/or agency rates HC <i>Approval from MDCH if rate is higher.</i>								___ Provider rate is higher than the preapproved county rate and there is no hard copy approval.

1 = Yes		2 = No, completed incorrectly		3 = Not Available		4 = Not applicable			
D. SERVICE DELIVERY		1	2	3	4	Comments			
1.a.	If complex care, number of service hours approved based on beneficiaries assessed needs. <i>ASCAP Functional Module under Functional Abilities vs. RN reviewer assessment based on diagnosis</i>					_____ Complex Care identified but not assigned on time/task.			
1.b.	"Issues" identified in the Service Plan are being addressed. <i>ASCAP ONLY-General Narrative or Service Plan</i>								
1.c.	Are the funded tasks being completed by provider? <i>HC -Compare assigned tasks on log VS completed tasks reported</i>								
2	Were services prorated if beneficiary has other people living in their residence. <i>ASCAP ONLY- Client InfoVS. Time Task indicating IADL time decreased by at least half</i>								
3	Documentation that HH services ended when MIChoice waiver services received. <i>ASCAP - General Narrative or Service Plan</i>								
4	Documentation of other personal care services such as (hospice or home health) are included in the record. <i>ASCAP - General narrative or Service Plan.</i>								
5	If complex care, documentation that provider has training to meet beneficiary needs. <i>ASCAP OR HC- General narrative/Service Plan/Letters</i>								
E. NEGATIVE ACTION NOTICE		1	2	3	4	Comments			
1a	2009 DHS-1212, Advance Negative Action Notice issued with appropriate notice. <i>ASCAP- Contacts, issued 10 days before effective date unless change due to death, Medicaid ineligibility, denial etc.</i>					<input type="checkbox"/> Termination issued without proper notice. <input type="checkbox"/> Reduction issued without proper notice. <input type="checkbox"/> Suspension issued without proper notice.			
2a	2009 DHS-1212, Advance Negative Action Notice issued with appropriate notice. <i>ASCAP- Contacts, issued 10 days before effective date unless change due to death, Medicaid ineligibility, denial, etc.</i>					<input type="checkbox"/> Termination issued without proper notice. <input type="checkbox"/> Reduction issued without proper notice. <input type="checkbox"/> Suspension issued without proper notice.			
F. DOCUMENTATION DATES		MM/DD/YYYY		not available		not applicable		Comments	
1	Referral date <i>ASCAP Disposition Screen</i>								
2	DHS-390, Adult Services Application date <i>ASCAP Disposition Screen HC to verify date</i>					_____ Date on application hard copy did not match date entered into ASCAP's disposition screen.			
3	Date case opened <i>ASCAP Disposition Screen</i>								
4	DHS-324, Initial Adult Services Comprehensive Assessment (Disposition Date) <i>ASCAP Disposition Screen</i>								
5	Date of initial face-to-face contact. <i>ASCAP- Contacts</i>								
6	DHS 54A Initial Medical Needs date <i>HC- Initial 54A signature date OR ASCAP-Medical Module/Diagnostic screen</i>					_____ Date on initial 54A's hard copy did not match date entered into ASCAP's disposition screen.			

F. (CONTINUED) DOCUMENTATION DATES		MM/DD/YYYY	not available	not applicable	Comments
7	DHS 54A Most Recent Medical Needs date <i>HC ONLY</i>				___ SSI Recipient
10	Most recent six month face to face review by the ASW. ASCAP - Disposition Screen/Contacts				___ Review not labeled review on disposition screen in ASCAP.
11	Most recent annual face to face re-determination by ASW. ASCAP - Disposition Screen/Contacts				___ Redetermination not labeled redetermination on disposition screen in ASCAP.
13	Most recent request submitted by ASW to MDCH when provider rates increased over \$1299.99. <i>HC ONLY</i>				
14	MDCH response to ASW request for provider rates increased over \$1299.99 <i>HC ONLY</i>				
20	Number of months HH payments made during 2008. ASCAP- MPS		Not available		HH payments in 2008 Begin: ___/___/___ End: ___/___/___
21	HH payment occurred during time period(s) of MA eligibility during 2009. MA eligibility is in CIMS	Yes	No		MA Eligibility in 2008 Begin: ___/___/___ End: ___/___/___
22	Date case closed ASCAP Disposition Screen				
24	If closed, date Negative Action/case termination notice effective ASCAP Contact				

COMMENTS:

Section A: Initial Case Information

Section B: Determination Completion of Case Management Functions

Section C: Authorization of Payments:

Section D: Service Delivery

Section E: Negative Action Notice

Section F: Documentation Dates