

*Rights Is
Everybody's
Business*

**OFFICE OF
RECIPIENT RIGHTS**

John T. Sanford, Esq., Director

**ANNUAL REPORT
2016**



Michigan Department of
Health & Human Services

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FY 2016 IN REVIEW



CMHSP Assessments:
16



46
Community
Mental
Health
Service
Providers

56
Licensed
Private
Hospitals/
Units

5
State
Operated
Hospitals and
Centers

Written referrals from
MDHHS-ORR: **245**

Training
Knowledge
useful abilities
backbone of a
required for a
day

Participants in MDHHS-ORR sponsored training:
2,112

Number of
PIHPs
10



Number of LPH
Patient Days
covered by
ORRs:
584,065



Total of ALL
allegations system
wide: **19,246**



External
investigations
conducted by
MDHHS-ORR: **2**



Persons
represented by
CMHSP ORRs:
254,959

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Business*



Abuse & Neglect
Allegations
System-wide:
4,515

The information in this report reflects countless hours of dedicated, compassionate work from Rights Officers, Advisors, and Specialists across the state, all striving to protect the rights of persons served by Michigan's publicly funded mental health system.

The Advisory Committee to the Recipient Rights Office of MDHHS extends its thanks and commendation to all parties involved in mental health rights protection in Michigan. There is always room for improvement as the issues are challenging, the work can be daunting, and administrative support and available resources may, at times, waver. But protecting the rights persons enjoy under law is as important as anything else that happens in the public mental health system. Without rights protection monitoring and enforcement, we don't have any rights.

**A STATEMENT FROM
THE MDHHS RECIPIENT
RIGHTS ADVISORY
COMMITTEE**

THE ANNUAL REPORT

This Annual Report reflects the requirements outlined in Section 330.1754 of the Michigan Mental Health Code, which states:

The state office of recipient rights shall submit to the director of the department and to the committees and sub-committees of the legislature with legislative oversight of mental health matters, for availability to the public, an annual report on the current status of recipient rights for the state. The report shall be submitted not later than March 31 of each year for the preceding fiscal year. The annual report shall include, at a minimum, all of the following:

Summary data by type or category regarding the rights of recipients receiving services from the department including the number of complaints received by each state facility and other state-operated placement agency, the number of reports filed, and the number of reports investigated.

The number of substantiated rights violations in each state facility by category.

The remedial actions taken on substantiated rights violations in each state facility by category.

Training received by staff of the state office of recipient rights.

Training provided by the state office of recipient rights to staff of contract providers.

Outcomes of assessments of the recipient rights system of each community mental health services program.

Identification of patterns and trends in rights protection in the public mental health system in this state.

Review of budgetary issues including staffing and financial resources.

Summary of results of any consumer satisfaction surveys conducted¹.

Recommendations to the department.

¹ No consumer surveys were conducted in FY 2016

RIGHTS PROTECTION IN MICHIGAN

PA 258 of 1974, the Michigan Mental Health Code, creates an internal rights protection system for recipients of public mental health services across the State. Chapter 7 of the Code identifies the rights, in addition to basic civil rights, that are provided to these recipients.

It also mandates the establishment of an Office of Recipient Rights in the Department of Health and Human Services, each Community Mental Health Services Program (CMHSP) and every psychiatric hospital or unit (LPH) licensed by the Department of Licensing and Regulatory Affairs (LARA). As of the end of FY 16, there were 46 CMHSPs and 56 LPHs.

In the promotion and protection of rights, each Office of Recipient Rights (ORR) is responsible for fulfilling four functions:

Prevention

A critical component to the rights protection system which aims to reduce risk factors for rights violations and promote protective factors.

Monitoring

Monitoring is the essential link between program implementation and evaluating effectiveness for recipients of public mental health services. It also provides necessary data for resource allocation.

Education

All employees of the agency, and those of any contractual provider, receive education and training in the rights of recipients and their role in the protection of those rights. Rights staff must also receive training in rights on an annual basis, accumulating 36 hours of continuing education credit in a three-year period.

Complaint Resolution

Each rights office receives and investigates, or intervenes on, reports of apparent or suspected violations of rights made by recipients, family members, agency staff, and other interested parties.



THE STATE OFFICE OF RECIPIENT RIGHTS

MISSION

The mission of the MDHHS Office of Recipient Rights is to protect and promote the constitutional and statutory rights of recipients of public mental health services and empower recipients to fully exercise these rights.

VISION

It is the vision of the MDHHS Office of Recipient Rights that all recipients of public mental health services are empowered to exercise their rights and are able to fully participate in all facets of their lives.

The Mental Health Code established the State Office of Recipient Rights (MDHHS-ORR). The functions and operations of the Office are defined in Section 330.1754. The primary mandates of the office are:

- 1) To provide direct rights protection and advocacy services to individuals admitted to state psychiatric hospitals and centers.*
- 2) To monitor the quality and effectiveness of the rights protection systems in Community Mental Health Service Programs (CMHSP), and*
- 3) To provide technical assistance and training to CMHSPs and Licensed Private (Psychiatric) Hospitals/Units (LPH).*

These mandates are in alignment with the State Strategic Priorities for MDHHS to “safeguard, respect, and encourage the wellbeing of Michigan adults in our communities and our care.” MDHHS-ORR consists of 20 staff persons. In order to fulfill the mandates listed above, MDHHS-ORR is organized into three distinct units, **the Field Unit, the Community Rights Unit, and the Education and Training Unit.** The MDHHS Office of Recipient Rights reports to the Director of the Michigan Department of Health and Human Services. The full organizational chart can be found in Appendix A.

THE FIELD UNIT

Provides the rights protection for recipients in MDHHS-operated hospitals and centers. With offices at the Caro Center, Hawthorn Center, Kalamazoo Psychiatric Hospital, Walter Reuther Psychiatric Hospital, and the Center for Forensic Psychiatry, MDHHS-ORR staff:

- Resolves allegations of rights violations through investigations and interventions, and, when appropriate, recommends remedial action(s) to the directors of the facilities;
- Coordinates recipient rights training programs to all staff in the MDHHS Hospitals and Centers; and
- Educates consumers about their rights.

During FY 2016 the Field Unit staff provided new hire recipient rights training for 354 staff; update recipient rights training for 143 staff; and recipient rights training for 637 consumers.

The complaint resolution and remedial action data for the five state-operated hospitals and centers comprising the Field Unit can be found at Appendix E.

THE COMMUNITY RIGHTS UNIT

Ensures standards for certification of community mental health service programs' ORR are met by:

- Conducting triennial onsite assessments and yearly monitoring of these programs; and
- Providing oversight and technical assistance to CMHSPs and LPHs.

The Community Rights Unit also provides information and referral services.

ASSESSMENT PROCESS

The Mental Health Code requires that MDHHS-ORR review the CMHSP rights systems in order to "**ensure a uniformly high standard of recipient rights protection throughout the state.**" The certification standards must include those for the protection and promotion of recipient rights (MCL 330.232a [1][b]). Although standards relative to CMHSP governance, resource management, quality improvement, service delivery and safety management may be waived by the department in whole or in part as the result of the CMHSP's accreditation by a nationally recognized accrediting body, recipient rights standards cannot be waived. Review of these standards is mandated by the department and MDHHS-ORR serves that function.

Each CMHSP recipient rights system is reviewed annually by two ORR Community Rights Specialists through evaluation of CMHSP semi-annual and annual reports, and by review of CMHSP ORR Annual Monitoring Forms. Additionally, each CMHSP receives an intensive three-day on-site assessment once every three years. During the triennial assessment all aspects of the Mental Health Code and contract-required duties of the Rights Protection system are examined and evaluated for quality and compliance. Any deficiencies that are identified during assessment are required to be corrected.

ASSESSMENT RESULTS - FY 16

The rights protection systems of sixteen CMHSPs were evaluated through onsite assessments conducted by MDHHS-ORR's Community Rights Unit Specialists. The specialists use an assessment tool, known as Attachment A, to compile scores and identify the specific areas where a rights system is in full, partial, or non-compliance. Due to small adjustments made to Attachment A in January 2016, the maximum possible score was different for the 2015 and the 2016 assessments. The 2015 assessments had a maximum possible score of 273, and the 2016 assessments had a maximum possible score of 170. Also in 2016, the use of multipliers to give greater overall weight to certain standards over others was discontinued. A substantial

compliance (SC) score for both the 2015 and 2016 assessments reflects a score that is 95% of the full compliance (FC) or maximum score.

Repeat Citations: If it was determined that a deficiency previously cited in the last assessment (three years prior) had not been corrected at the time of the current assessment, the rights system was determined to be in less than substantial compliance (LSC), even if the overall score was in the range of substantial compliance. This is to prevent deficiencies from continuing over extended periods of time.

The table below provides the outcomes of assessments for FY 16. The * represents repeat citations.

DATE	CMHSP	SCORE	RESULTS
October 6-8, 2015	<i>Huron Behavioral Health Services</i>	273	FC
October 19-23, 2015	<i>Oakland County CMH Authority</i>	263	LSC
November 3-5, 2015	<i>Macomb County CMH Services</i>	273	FC
November 17-19, 2015	<i>Kalamazoo CMH & SA Services</i>	271.5	SC
December 8-10, 2015	<i>Washtenaw Community Health Organization</i>	273	FC
March 8-10, 2016	<i>Saginaw County CMH Authority</i>	166	SC
March 22-24, 2016	<i>CMH Authority of CEI Counties</i>	143	*LSC
April 5-7, 2016	<i>Lapeer County CMH Services</i>	170	FC
April 13-15, 2016	<i>Pines Behavioral Health Services</i>	161	*LSC
May 17-19, 2016	<i>AuSable Valley CMHA</i>	167	SC
June 7-9, 2016	<i>HealthWest</i>	163	*LSC
June 21-23, 2016	<i>Northern Lakes CMH</i>	168	*LSC
July 12-14, 2016	<i>Hiawatha Behavioral Health</i>	169	SC
August 16-18, 2016	<i>North Country CMH</i>	164	SC
August 29-September 1, 2016	<i>CMH and SAS of St. Joseph County</i>	156	*LSC
September 13-15, 2016	<i>network180</i>	169	SC

INFORMATION AND REFERRAL

The Rights Information and Referral Specialist is responsible for the provision of all information and referral services including systematic data collection, entry and analysis relative to these services, as well as amalgamating the data from the semi-annual and annual reports received from the CMHSPs and LPHs.

In FY 16 the Information and Referral Specialist participated in a grant program through Family Voices, providing information to families on the recipient rights complaint, investigation and appeal process. There were 72 attendees in the six informational sessions offered.

THE EDUCATION AND TRAINING UNIT

OVERVIEW

- ▶ Develops and presents training to foster consistent implementation of recipient rights protection across the state.
- ▶ Provides workshops to rights staff from the Department, licensed private hospital/units, CMHSPs and their contract agencies.
- ▶ Offers programs for other persons involved in the recipient rights arena (Recipient Rights Advisory Committee and Recipient Rights Appeals Committee members, staff from other state agencies, service providers) whose roles although ancillary, are essential to preserving and promoting the rights of recipients.
- ▶ Oversees the implementation of the annual Recipient Rights Conference.

The Mental Health Code, Section 330.1754, states, *“The Department shall ensure... “Technical assistance and training in recipient rights protection are available to all community mental health services programs and other mental health service providers subject to this act.”* Under this mandate, the Office of Recipient Rights Education and Training Unit develops and presents instructional programs with the mission of assuring consistent implementation of recipient rights protection processes across the state.

In order to carry out this mission, the Education and Training Unit:

- Provides a six-day orientation (Basic Skills) program within every 90 day time frame (4 times per year) that all new recipient rights staff from MDHHS facility rights offices, licensed private hospital/units (LPH), community mental health service providers (CMHSP) and their contract agencies must attend and successfully complete
- Provides mandatory rights education programs for newly hired CMHSP Directors

2,112: The number of people attending MDHHS-ORR provided training or hosted online training programs during FY 16

- Coordinates recipient rights training programs provided to all staff in MDHHS Hospitals and Center
- Oversees the new hire rights orientation for all MDHHS Central Office staff
- Develops and presents additional rights related training programs for recipient rights staff from MDHHS, CMH, and LPH providers
- Develops the curriculum for, and oversees the implementation of, the annual Recipient Rights Conference

Responses to the evaluations for the respective programs are found in Appendix D.

The Mental Health Code, Section 330.1755 (2) states:

“Each community mental health services program and each licensed hospital shall ensure all of the following: (e) Staff of the office of recipient rights receive training each year in recipient rights protection.”

In addition, the MDHHS/CMHSP Managed Mental Health Supports and Services Contract: FY16 requires that: *The Community Mental Health Service Program (CMHSP) shall assure that, within the first 90 days of employment, the Recipient Rights Office Director, and all Rights Office staff shall attend, and successfully complete, the Basic Skills Training programs offered by the Department's Office of Recipient Rights...The Community Mental Health Service Program (CMHSP) shall assure that, within the first 180 days of employment Executive Directors hired by a CMHSP shall be required to attend a Recipient Rights training focused on the role of the Executive Director relative to the Recipient Rights protection and investigation system.*

Attachment C 6.3.2.3 of the CMHSP Managed Mental Health Supports and Services Contract entitled “CEU Requirements for RR Staff” delineates the continuing education requirements for CMHSP rights staff.

“All staff employed or contracted to provide recipient rights services shall receive education and training oriented toward maintenance, improvement or enhancement of the skills required to perform the functions as rights staff. A minimum of 36 contact hours of education or training shall be required over a three (3) year period subsequent to the completion of the Basic Skills requirements, and in every three (3) year period thereafter.”

Section C 6.3.2.3 also requires that the CMH’s contractually mandate the Basic Skills and continuing education requirements to staff of Licensed Private Hospitals and Units through contracts executed with these entities.

These standards are intended to ensure that rights protection meets the highest standards and is uniformly enforced across all service providers.

RECIPIENT RIGHTS CONFERENCE FY 16



The Recipient Rights Conference had its inception in 1994 and has been conducted annually since. The goal of the conference is to: 1) offer educational opportunities for rights staff to comply with the training requirements as mandated by the Mental Health Code, 2) foster the coordination and integration of rights protection services, 3) assure an informed and knowledgeable consumer population. The Recipient Rights Conference is self-funded, using no general fund resources. Each year, the conference offers mental health consumers from across the state the opportunity to attend the sessions through the consumer scholarship fund, a collaboration of the conference and the CMHSP's. The conference covers the cost of registration and hotel accommodations; travel expenses are provided by the sponsoring CMHSP. The Director of the Education and Training Unit, in collaboration with a steering committee composed of representatives from state and local rights offices, has responsibility for planning and implementing the conference.

The 23rd annual conference, "Moving in the 'Rights' Direction" was held September 26-30, 2016 at the Marriott Hotel in Troy. 317 individuals attended, including four consumers who were chosen to receive scholarships. All conference sessions were approved for continuing education credits for Recipient Rights and for social workers. The Pre-Conference session returned this year with former FBI agent, Jack Schafer, presenting on positive, non-threatening interviewing techniques. The opening keynote session featured Dr. John Lee speaking on Intersections of Culture and Race in Human Services; the closing general session, presented by Dr. Nora Baladerian focused on Reducing the Risk of Abuse to People with Intellectual and Developmental Disabilities. In addition, the conference offered 23 breakout sessions whose topics included, "Service Animals: The Law under The Americans with Disabilities Act and New Michigan Legislation", "Rights of Voters with Mental Disabilities", "Psychotropic Medications: What Every Rights Officer Needs to Know", and "Understanding Rights and Investigations in SUD".

AWARDS PRESENTED AT THE RECIPIENT RIGHTS CONFERENCE

Each year the Director of the Michigan Department of Health and Human Services recognizes agencies or individuals that have developed exceptional methods to assure that staff, recipients, parents, and guardians are made aware of, and become involved in, the process of rights. The only honoree this year was in the category of Innovation.

Director's Award for Innovation in Rights Protection

Nominees for the Innovation Award will have created a new or different way on enabling the vision of recipient rights or of a rights office. This may include creating a valuable new process or product, constructing a different way of approaching old problems, creating a new solution for systemic problems, etc. Because of this innovation, the rights office have demonstrated an increased ability to better provide rights services either directly (such as when performing

standard rights activities) or indirectly (such as if the innovation improves or enhances the operation of the rights office.)

The 2016 honorees in this category were:

Macomb County CMH Services - Office of Recipient Rights; Mark Mishal and Briana Squibb

The Macomb ORR created a remedial action process that consistently required providers to be responsible for taking action on substantiated cases – by requiring that the remedial actions taken by the provider address both the individual whose actions violated the recipient’s rights and address how that provider would attempt to ensure that the rights violation would not occur again with any of their other staff, and subsequently holding the providers responsible to submit evidence to ensure that these actions were taken. This creative approach to this process implemented the vision that, by working with the providers in this way, there could be a change in the inherent way consumers within the system were viewed and treated.

Cookie Gant Spirit Award

Cookie Gant was a Michigan grown, but nationally known, advocate for human rights. She was a disability activist, a performance artist, a powerful raiser of consciousness, and a relentless supporter of diversity in every aspect of life. Cookie fought for human rights in the mental health system every day, never giving up her tough spirit, her love for others, or her sense of humor. She was an unstoppable, irreverent activist, who always maintained loving support and affection for people in "the movement." Shortly after her death in 2003, the State Recipient Rights Committee established an award in her honor and indicated that it should be given annually to a person who exhibits the dedication, demonstrates the tenacity, and advocates diligently for persons with mental illness and developmental disabilities - just the way Cookie lived her life.



2016 Cookie Gant Spirit Honoree: Stelios Chimpouras

Stelios was nominated by Livingston County CMH CEO, Connie Conklin. In her nomination she relates that Stelios has provided hope to many people that have had the privilege of meeting him. A consumer of our agency, Stelios reached out to us because he wanted to host a "Project Semicolon -Your Story is not Over" fundraiser and donate the proceeds to our agency for the work that we do. Project semicolon is a global non-profit movement dedicated to presenting hope and love for those who are struggling with mental illness, suicide, addiction and self-injury. Project Semicolon exists to encourage, love and inspire-through a semicolon tattoo -- because a semicolon is used when an author could've ended a sentence but chose not to and the feeling of the group is that you are the author and the sentence is your life. This project semicolon tattoo event took place in October, 2015. It was scheduled to start at 11 a.m. and end around 5 p.m. The event did start at 11 a.m., but due to the large numbers (over 400), it did not end until the next day at 3 a.m. and anyone left in line after that time was given a raincheck. Usually when people are in line for an

event, they may get restless. Not here! This event consisted of people sharing stories, experiences along with sharing some educational materials, water and snacks. It was an amazing sight to see. The total amount donated to Livingston CMH exceeded \$5,000. Stelios and other artists at Eternal Tattoo in Howell donated their time and materials but mostly their hearts and time.

MDHHS RECIPIENT RIGHTS APPEALS COMMITTEE

The Michigan Mental Health Code at Section 774 states, “The director shall appoint an appeals committee consisting of seven individuals, none of whom shall be employed by the department or a community mental health services program, to hear appeals of recipient rights matters.” The MDHHS Appeals Committee reviews appeals of rights complaints filed by or on behalf of patients/residents of state hospitals and centers. Additionally, the Committee reviews appeals submitted by or on behalf of individuals who are or have been patients in one of the 56 licensed psychiatric hospitals/units (LPH) that have entered into an agreement to use the Department’s Appeals Committee in lieu of appointing their own. Fifty-one LPHs have executed an agreement with the MDHHS to use the State Appeals Committee for appeals on behalf of non-CMH recipients. Following is a summary of activity for the MDHHS Appeals Committee for FY 16.

Number of Requests for Appeal: 9

Appeals Heard from State Hospital/Centers:

- 6 Caro Center
- 1 Kalamazoo Psychiatric Hospital

Appeals Heard from LPH:

- 1 Henry Ford Allegiance
- 1 Pontiac General Hospital

Appeal Committee Decisions on Appeals Heard: *Note: Appeal may have multiple grounds*

- 6 Upheld findings of rights office and action taken
- 3 Returned to ORR for re-investigation
- 0 Returned to facility for different or additional action
- 0 Returned for supervisory action due to lack of timeliness

RECIPIENT RIGHTS ANNUAL REPORT DATA FROM CMHSPs AND LPHs

All CMHSP Executive Directors or Hospital Directors are required to submit an annual report prepared by the office of recipient rights on the current status of recipient rights in the community mental health services program system or licensed hospital system and a review of the operations of the office of recipient rights to the department.

The annual report shall include, at a minimum, all of the following:

- (a) Summary data by category regarding the rights of recipients receiving services from the community mental health services program or licensed hospital including complaints received, the number of reports filed, and the number of reports investigated by provider.
- (b) The number of substantiated rights violations by category and provider.
- (c) The remedial actions taken on substantiated rights violations by category and provider.
- (d) Training received by staff of the office of recipient rights.
- (e) Training provided by the office of recipient rights to contract providers.
- (f) Desired outcomes established for the office of recipient rights and progress toward these outcomes.
- (g) Recommendations to the community mental health services program board or licensed hospital governing board.

In an addition to the required statutory summary data, additional data is provided to allow for comparative analysis.

CMHSP AND LPH COMPARATIVE DATA

Appendix F includes information about the unduplicated count and the staff resources, the geographic area of the CMHSPs, the number of group homes visited for site reviews, and basic complaint information for FY 16. A complete report of CMHSP data for FY 16 can be found in Appendix G (complaint resolution data) and Appendix H (remedial action for substantiated abuse, neglect and retaliation).

The table which will be found in Appendix J indicates, in addition to the number of patient days and the number of hours devoted to rights/40, the basic complaint information for FY 16. A complete report of LPH data for FY 16 can be found in Appendix K (complaint resolution data) and Appendix L (remedial action for substantiated abuse, neglect and retaliation).

CMHSP AND LPH TRAINING DATA

All CMHSPs and LPHs submit data on training received and provided. Rights offices provide or coordinate the training of all new employees as mandated in MHC 330.1755 (5) (f). Trainings must be completed within thirty days of hire, and as mandated by 330.1754 (2)(e)(i) annually. Education of consumers receiving services is not currently mandated, although frequently provided by many CMHSPs. The tables, which can be found in Appendices I and M, indicate the training activities carried out by CMHSPs and LPHs, respectively in FY 16. Due to the variations in training length and titles, the FY 16 report only indicates number of attendees, as data for more discrete analysis is not currently available.

PATTERNS AND TRENDS IN RECIPIENT RIGHTS

All data submitted for FY 16 can be evaluated against prior years' reports, which can be found at www.michigan.gov/recipientrights. Select information was pulled from prior reports and reviewed for patterns and trends as depicted in Appendix N. Appendix N will show that the number of allegations involving a Mental Health Code protected right have remained consistent over the last several years. Further, CMHSP aggregate staffing levels have decreased; LPH staffing levels have varied. Recipients of services continue to be the primary source of complaints received, with minimum reporting by staff at LPHs and MDHHS hospitals and centers. Lastly, there are very few appeals in comparison to the number of allegations.

"It is not just numbers; it is really about people."

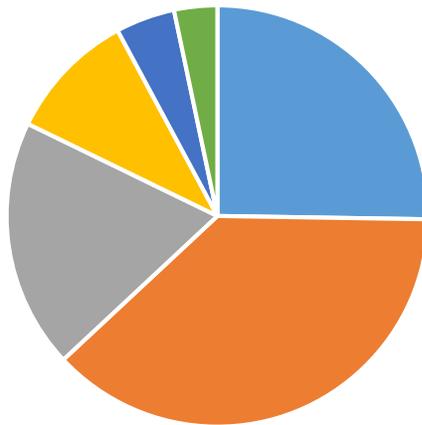
Oakland CMH Authority Board Member following a Board Study Session on Recipient Rights

September 30, 2015

The data reflected in the charts and graphs that immediately follow this section offer an overview of Michigan's recipient rights protection system. Specifically, a FY 16 snapshot is provided of the sources of complaints received, top ten types of allegations received, top ten substantiated violations, and number of abuse and neglect allegations received throughout the entire system comprising state-operated hospitals and centers, CMHSPs, and LPHs.

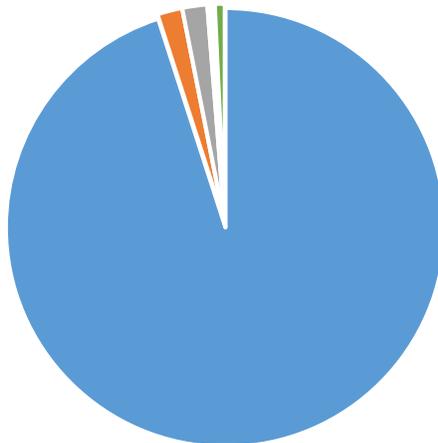
Sources of Complaints Received – FY 16

CMHSPs



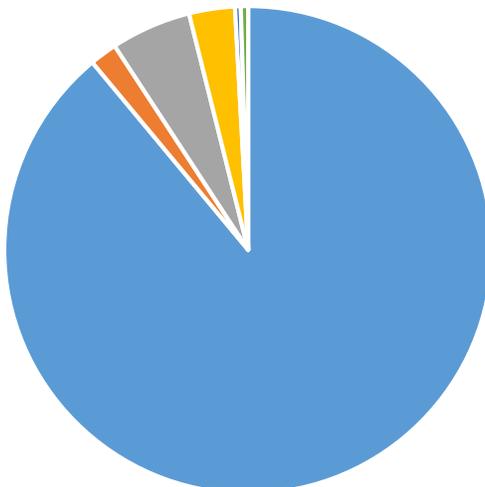
- 1. Recipient 1,991
- 2. Staff 2,980
- 3. ORR 1,551
- 4. Guardian/Family 784
- 5. Anonymous 358
- 6. Community/General Public 261

LPHs



- 1. Recipient 2,988
- 2. Staff 58
- 3. ORR 58
- 4. Guardian/Family 9
- 5. Anonymous 8
- 6. Community/General Public 23

MDHHS Hospitals and Centers



- 1. Recipient 4,217
- 2. Staff 86
- 3. ORR 252
- 4. Guardian/Family 144
- 5. Anonymous 18
- 6. Community/General Public 23

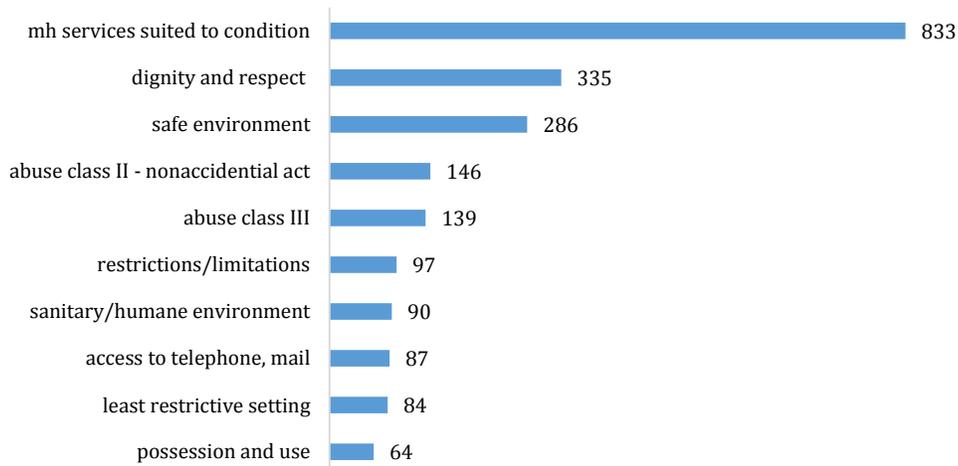
Top Ten Types of Allegations Received – FY 16 CMHSPs



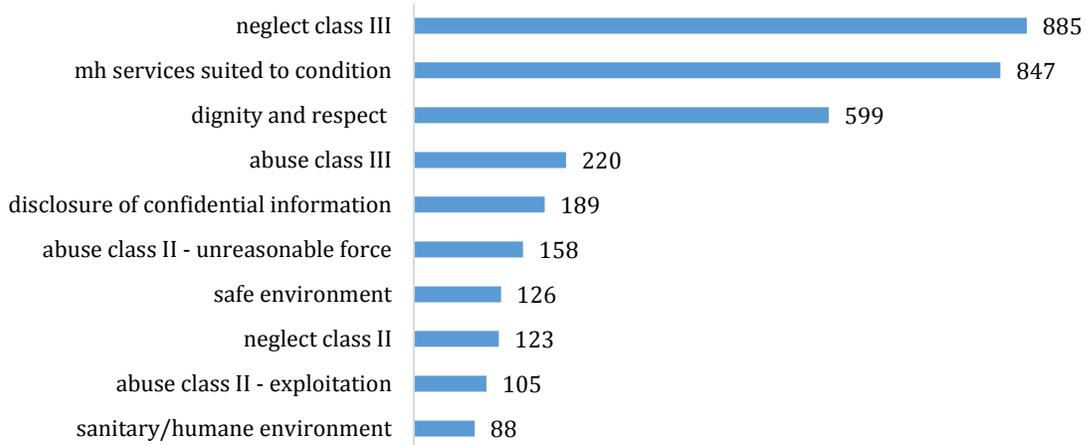
LPHs



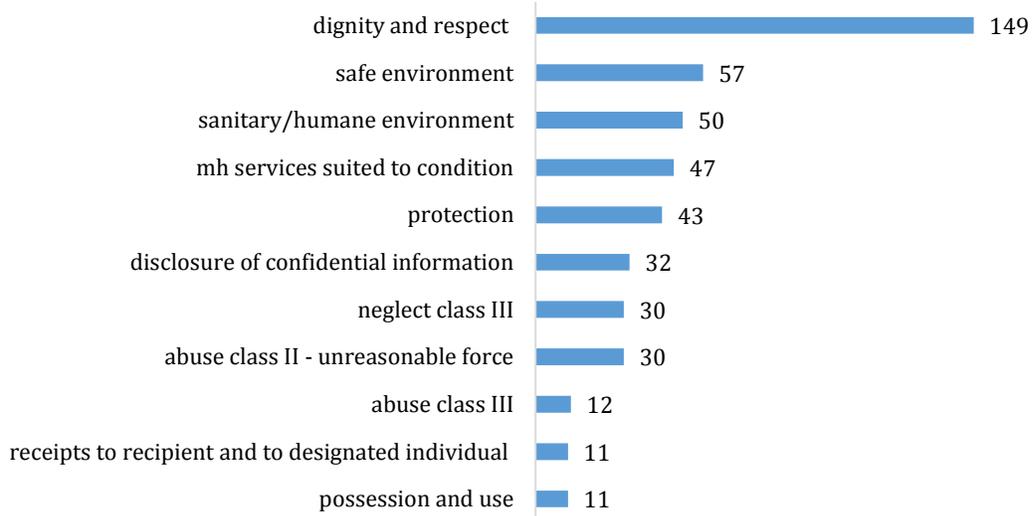
MDHHS Hospitals and Centers



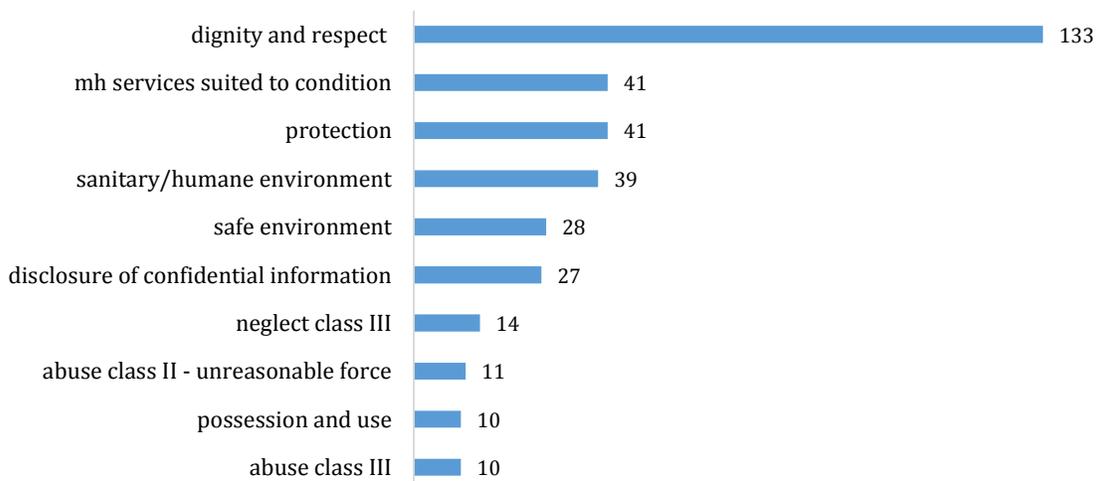
Top Ten Substantiated Violations - FY 16 CMHSPs



LPHs



MDHHS Hospitals and Centers



ABUSE AND NEGLECT DEFINITIONS

Abuse class I means a non-accidental act or provocation of another to act by an employee, volunteer, or agent of a provider that caused or contributed to the death, or sexual abuse of, or serious physical harm to a recipient.

Abuse class II means any of the following:

- (i) A non-accidental act or provocation of another to act by an employee, volunteer, or agent of a provider that caused or contributed to nonserious physical harm to a recipient.
- (ii) The use of unreasonable force on a recipient by an employee, volunteer, or agent of a provider with or without apparent harm.
- (iii) Any action or provocation of another to act by an employee, volunteer, or agent of a provider that causes or contributes to emotional harm to a recipient.
- (iv) An action taken on behalf of a recipient by a provider who assumes the recipient is incompetent, despite the fact that a guardian has not been appointed, that results in substantial economic, material, or emotional harm to the recipient.
- (v) Exploitation of a recipient by an employee, volunteer, or agent of a provider.

Abuse class III means the use of language or other means of communication by an employee, volunteer, or agent of a provider to degrade, threaten, or sexually harass a recipient.

Neglect class I means either of the following:

- (i) Acts of commission or omission by an employee, volunteer, or agent of a provider that result from noncompliance with a standard of care or treatment required by law and/or rules, policies, guidelines, written directives, procedures, or individual plan of service and causes or contributes to the death, or sexual abuse of, or serious physical harm to a recipient.
- (ii) The failure to report apparent or suspected abuse Class I or neglect Class I of a recipient.

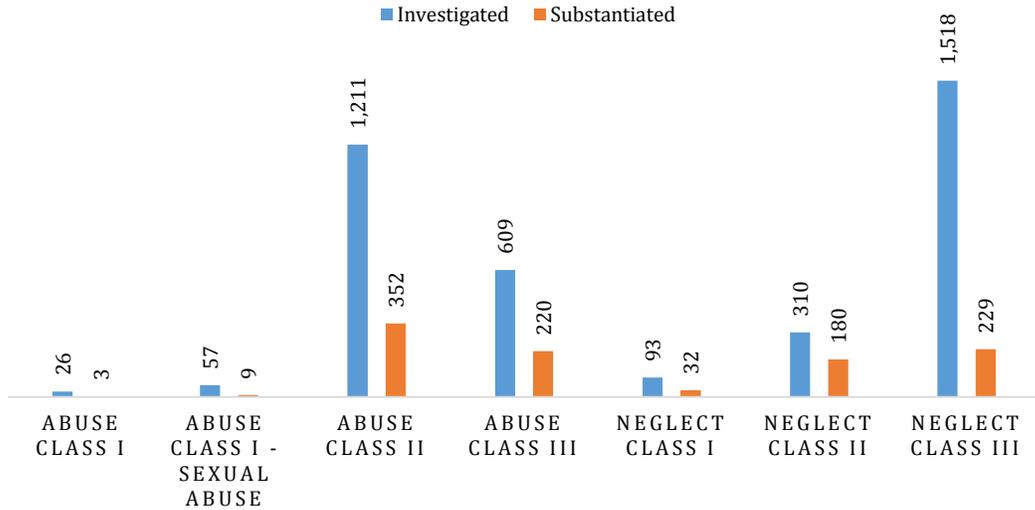
Neglect class II means either of the following:

- (i) Acts of commission or omission by an employee, volunteer, or agent of a provider that result from noncompliance with a standard of care or treatment required by law, rules, policies, guidelines, written directives, procedures, or individual plan of service and that cause or contribute to non-serious physical harm or emotional harm to a recipient.
- (ii) The failure to report apparent or suspected abuse Class II or neglect Class II of a recipient.

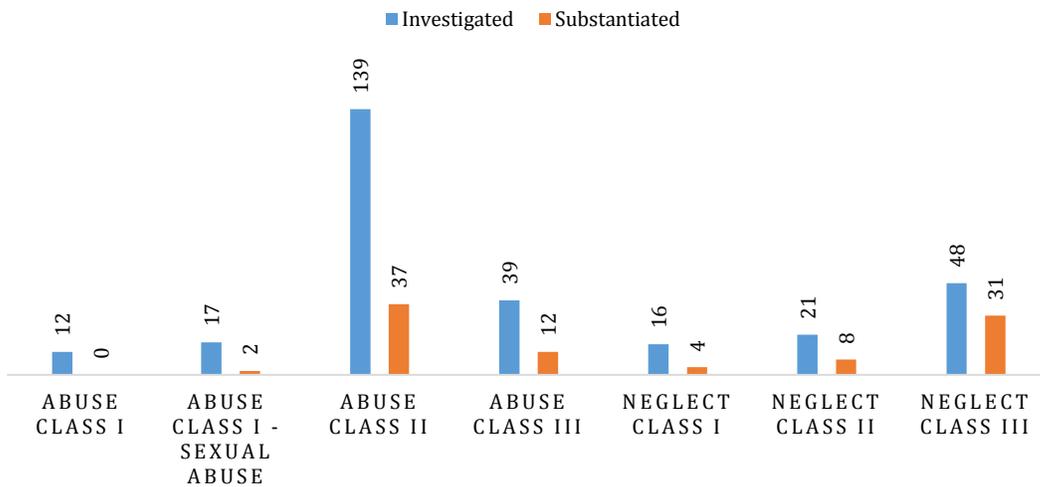
Neglect class III means either of the following:

- (i) Acts of commission or omission by an employee, volunteer, or agent of a provider that result from noncompliance with a standard of care or treatment required by law and/or rules, policies, guidelines, written directives, procedures, or individual plan of service that either placed or could have placed a recipient at risk of physical harm or sexual abuse.
- (ii) The failure to report apparent or suspected abuse Class III or neglect Class III of a recipient.

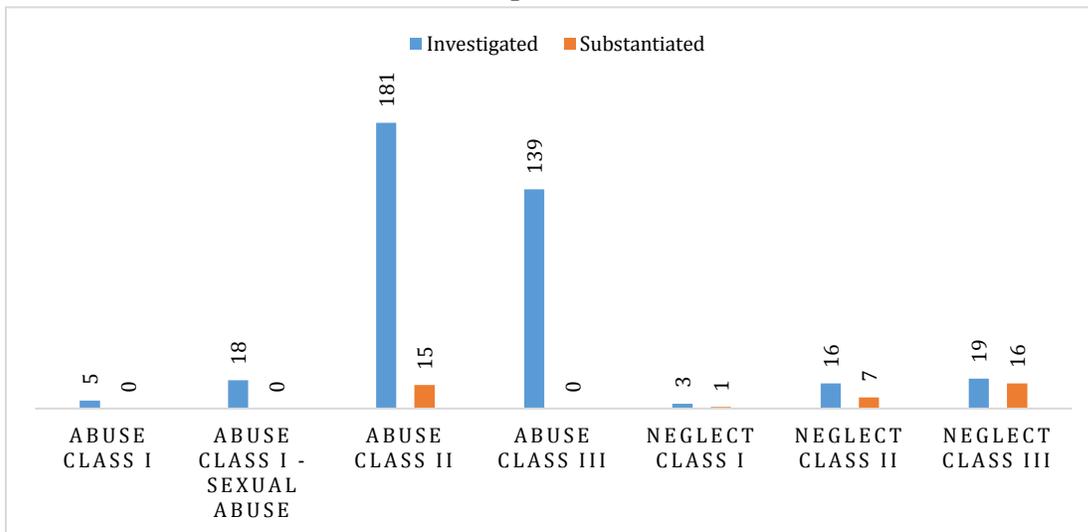
Abuse and Neglect Allegations Received - FY 16 CMHSPs



LPHs



MDHHS Hospitals and Centers



REVIEW OF BUDGET

Michigan Mental Health Code, MCL 330.1754 [2] requires that the Department ensure that the *“process for funding the state office of recipient rights includes a review of the funding by the state recipient rights advisory committee.”*

Michigan Mental Health Code at MCL 330.1754 (3) requires that *“the Department endeavor to ensure that the state office of recipient rights has sufficient staff and other resources necessary to perform the duties described in this section.”*

The Office of Recipient Rights spending plans for FY 12 through FY 16 are listed in the table below.

FT	FY13	FY14	FY15	Variance from FY14	FY16	Variance from FY15
Source of Expenditures	General Fund	General Fund	General Fund		General Fund	
FTE	19	19	19	0	20	0
Salary & Fringe	\$2,230,649	\$2,399,391	\$2,423,356	\$23,965	\$2,557,802	\$134,446
CSS&M	\$79,628	\$90,000	\$90,000	0	\$85,198	-\$4,802
Travel	\$55,168	\$57,000	\$62,700	\$5,700	\$55,000	-\$7,700
MPHI - training		\$2,000	\$2,000	0	\$2,000	0
Total	\$2,365,444,	\$2,548,391	\$2,578,056	\$29,665	\$2,700,000	\$121,944

“At the root of this dilemma is the way we view mental health in this country. Whether an illness affects your heart, your leg or your brain, it’s still an illness, and there should be no distinction.”

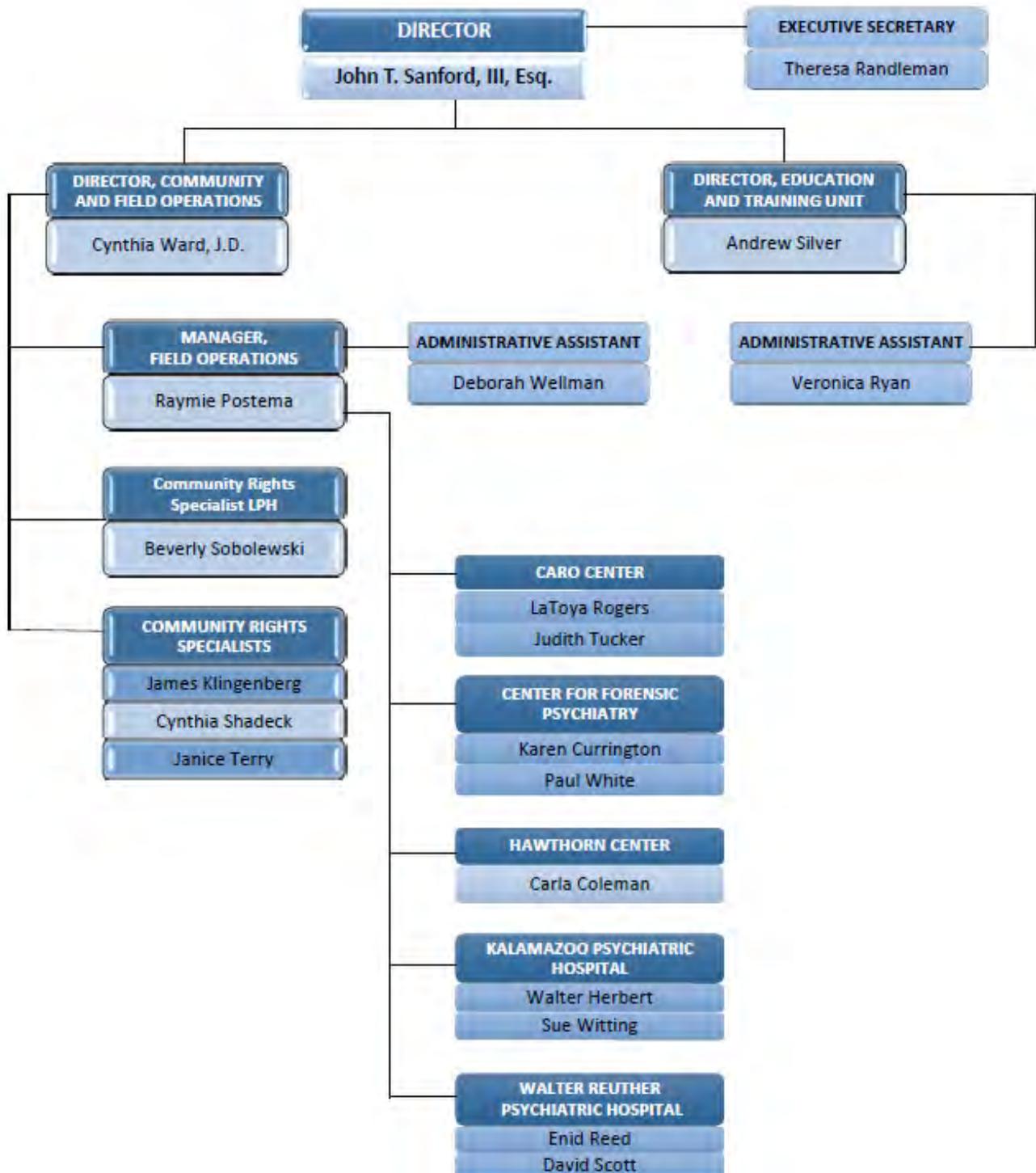
Michelle Obama

RECOMMENDATIONS TO THE DEPARTMENT

1. In order to assure a uniformly high standard of recipient rights protection, it is again recommended that the Michigan Department of Health and Human Services (MDHHS) place on its FY 2018 legislative agenda amendment to MCL 330.1753 allowing the state Office of Recipient Rights to review the recipient rights systems of all licensed psychiatric hospitals/units for compliance with standards established in Chapters 7 and 7A of the Mental Health Code and attendant Administrative Rules. Currently under Sec. 753, the Office of Recipient Rights reviews only the rights systems of the community mental health service programs.
2. MDHHS should require its hospitals and centers to follow departmental policies and practice guidelines to ensure standardization within the Bureau of Hospitals and Centers.
3. MDHHS should develop and implement the following policies and procedures to ensure the promotion and protection of rights is afforded to all recipients of the public mental health system:
 - a. A policy and procedure describing how the department intends to fund the ORR.
 - b. A policy and procedure describing a formula to ensure the ORR has sufficient staff and other resources necessary to perform its duties as required by MHC 330.1754[3][a].
 - c. A policy and procedure which describes and details the role Recipient Rights Advisory Committee will play in the review of funding the ORR required MHC 330.1754[2][a].
 - d. A policy and procedure to protect complainants, staff in the rights office, or any staff from harassment or retaliation resulting from recipient rights activities as required by MHC 330.1754[3][b].
4. MDHHS should change its present policy and re-designate the Office of Recipient Rights as the only entity to draft all departmental policies, procedures, and standards required by statute or rule relating to the rights of recipients.

MDHHS-ORR's Recommendations to the Department were reviewed and supported by the MDHHS-ORR Recipient Rights Advisory Committee at its meeting on March 10, 2016.

APPENDIX A: MDHHS OFFICE OF RECIPIENT RIGHTS ORGANIZATIONAL CHART FY 16



APPENDIX B: MENTAL HEALTH RIGHTS – CATEGORIES OF RIGHTS COMPLAINTS

ABUSE AND NEGLECT			COMMUNICATION AND VISITS			FREEDOM OF MOVEMENT			SUITABLE SERVICES		
7221	Abuse Class I	7261	Visits	7441	Restrictions/Limitations	1708	Dignity and Respect				
72221	Abuse Class II - Non-Accidental Act	7262	Contact with Attorneys or others Regarding Legal Matters	7400	Restraint AR 7243	7003	Informed Consent				
72222	Abuse Class II - Unreasonable Force	7263	Access to Telephone/Mail	7420	Seclusion AR 7243	7029	Information on Family Planning				
72223	Abuse Class II - Emotional Harm	7264	Funds for Postage, Stationery, Telephone Usage		PERSONAL PROPERTY	7049	Treatment by Spiritual Means				
72224	Abuse Class II - Treating as Incompetent	7265	Written and Posted Limitations, if Established	7267	Access to Entertainment Materials, Information, News AR 7139	7080	MH Services Suited to Condition				
72225	Abuse Class II - Exploitation	7266	Uncensored Mail	7281	Possession and Use	7100	Physical and Mental Exams				
7223	Abuse Class III		CONFIDENTIALITY AR 7051	7282	Storage Space	7130	Choice of Physician or Mental Health Professional				
7224	Abuse Class I - Sexual Abuse	7481	Disclosure of Confidential Information	7283	Inspection at Reasonable Times	7140	Notice of Clinical Status/Progress				
72251	Neglect Class I	7485	Withholding of information (includes recipient access to records)	7285	Exclusions	7150	Services of Mental Health Professional				
72252	Neglect Class I - Failure to Report	7486	Correction of Record	7286	Limitations 1728(4)	7160	Surgery				
72261	Neglect Class II	7487	Access by P & A to Records	7287	Receipts to Recipient and to Designated Individual	7170	Electro Convulsive Therapy (ECT)				
72262	Neglect Class II - Failure to Report	7501	Privileged Communication	7288	Waiver	7180	Psychotropic Drugs				
72271	Neglect Class III		FAMILY RIGHTS	7289	Protection	7190	Notice of Medication Side Effects				
72272	Neglect Class III - Failure to Report	7111	Family Dignity & Respect		PHOTOGRAPHS, FINGERPRINTS		TREATMENT ENVIRONMENT				
	CIVIL RIGHTS AR 7009	7112	Receipt of General Education Information AR 7012	7241	Prior Consent	7081	Safe Environment				
7041	Civil Rights: Discrimination, Accessibility, Accommodation, etc.	7113	Opportunity to Provide Information	7242	Identification	7082	Sanitary/Humane Environment				
7044	Religious Practice		FINANCIAL ISSUES Per Agency Policy	7243	Objection	7086	Least Restrictive Setting				
7045	Voting	7301	Safeguarding Money	7244	Release to Others/Return		TREATMENT PLANNING AR 7199				
7047	Presumption of Competency	7302	Facility Account	7245	Storage/Destruction	7121	Person-Centered Process				
7284	Search/Seizure AR 7009	7303	Easy Access to Money in Account		RIGHTS PROTECTION SYSTEM	7122	Timely Development				
	ADMISSION/DISCHARGE	7304	Ability to Spend or Use as Desired	7060	Notice/Explanation of Rights AR 7011	7123	Requests for Review				
4090	Second Opinion - Denial of Hospitalization	7305	Delivery of Money upon Discharge	7520	Failure to Report	7124	Participation by Individual(s) of Choice				
4190	Termination of Voluntary Hospitalization (adult)	7360	Labor & Compensation	7545	Retaliation/Harassment	7125	Assessment of Needs				
4510	Involuntary Admission Process			7760	Access to Rights System		NO RIGHT INVOLVED				
4630	Independent Clinical Examination			7780	Complaint Investigation Process	0000					
4980	Objection to Hospitalization (minor)			7840	Appeal Process/Mediation	0001	OUTSIDE PROVIDER JURISDICTION				
7050	2nd Opinion - Denial Services AR 7005										

APPENDIX C: EDUCATION AND TRAINING – FY 16

COURSE CONTENT

Basic Skills I and II

The initial comprehensive, training program for recipient rights staff. This is a two-part, 48 hour program that provides the education and skill development required to carry out the responsibilities mandated in Chapters 7 and 7A of the Mental Health Code. Part I focuses on the legal basis for rights, the role of the rights office, its interaction with other segments of the agency, outside entities, and consumers, a detailed analysis of the Mental Health Code, and development of training skills to assist in carrying out the education component of the position. Part II concentrates on the practical skills necessary to do a thorough and effective investigation to write the reports in the format and timeframes required by the Code, and also provides a review of the appeals process.

Building Blocks of Report Writing

This course provides a review of the basic skills needed in writing reports. The content covers the areas of recognizing appropriate citations, development of issue questions, and coming to an effective conclusion. It is recommended that rights staff enroll in this course six months after completing Basic Skills.

Developing Effective Training

This course focuses on the issues involved in developing and delivering an effective training program. This interactive training provides foundational, experiential and practical information to trainers in every setting; MDHHS, CMH, LPH and Agencies responsible for rights training. Topics covered include:

- Principles of training for adult learners
- Using introductory and closing activities effectively
- Pre-existing content; avoiding reinventing the wheel
- Audience based rights training
- Practical Implementation Techniques

Rights Training for CMHSP Executive Directors

Participation in recipient rights training is mandatory for new executive directors at CMHSP agencies. The content of this program provides the attendee with an overview of the rights system, the roles and responsibilities the executive director has in overseeing the rights office and facilitating a quality rights protection system.

Recipient Rights Advisory Committee

This program is designed for Rights Advisory Committee members. Course content includes an overview of the applicable Mental Health Code and MDHHS Administrative Rule citations pertaining to the committee membership and functions, details about the relationship between the committee and the rights office and the CMHSP, LPH or department director, and what actions the committee can take to carry out its mandate to protect and advise the rights office and agency director.

Recipient Rights Appeals Committee

This course is a primer for Appeals Committee members and rights office staff on the proper processes and functioning of the committee as it conducts appeals hearings. The material covered includes the legal grounds for filing an appeal, identification of those with appropriate standing to appeal, processes for conducting the appeal review and actions that the committee can take in regard to an appeal.

Rights Training for Staff of MDHHS Central Office

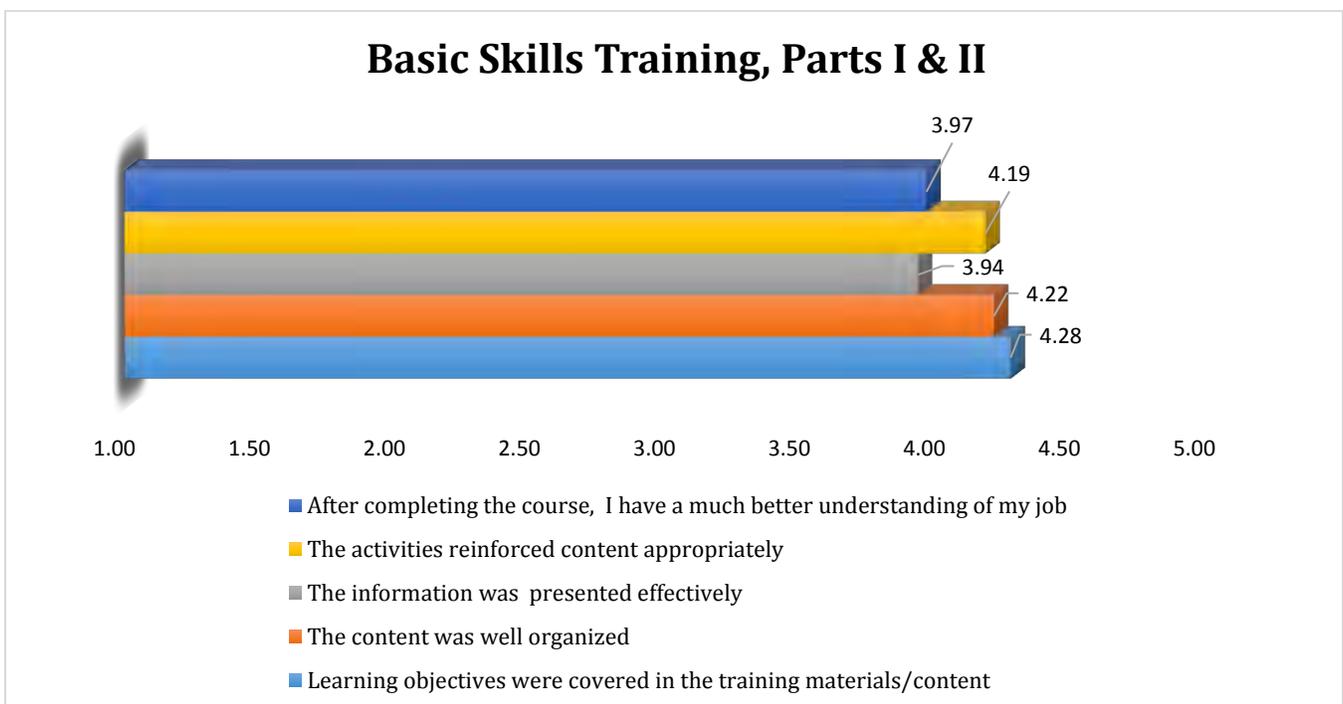
The Education and Training Unit has developed an online Recipient Rights Training Course for all newly hired MDHHS Central Office staff. During FY 2016, 1,371 people went through this training program.

APPENDIX D: PARTICIPANT FEEDBACK REGARDING MDHHS-ORR CONFERENCE AND MDHHS-ORR PROVIDED TRAINING – FY 16

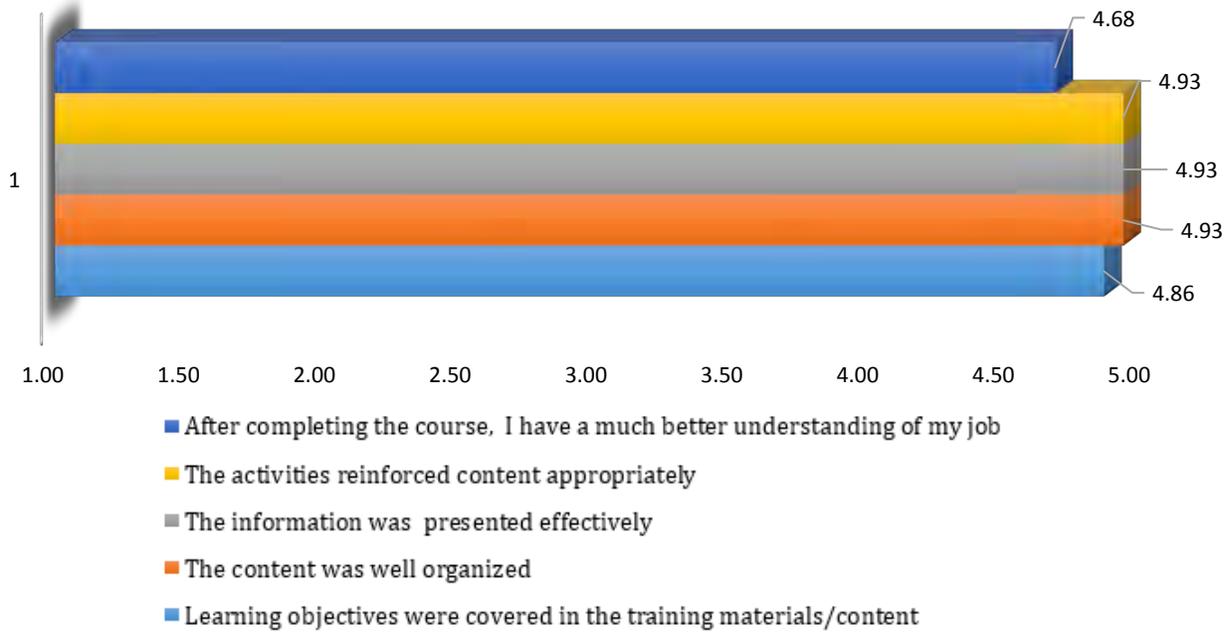
Responses on the conference evaluation indicated an overall satisfaction level of 4.35 on a scale of 1 to 5. The areas evaluated and the averages of the responses are depicted in the graph below:



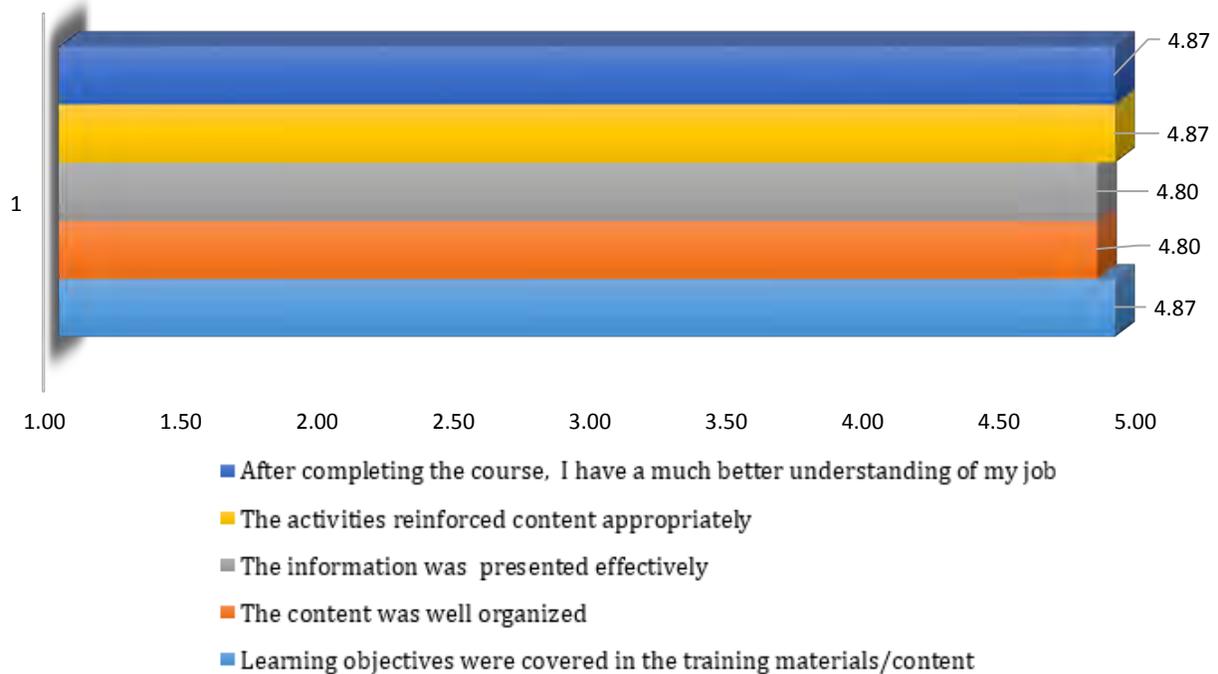
Feedback from evaluations for the respective training programs provided by MDHHS-ORR:



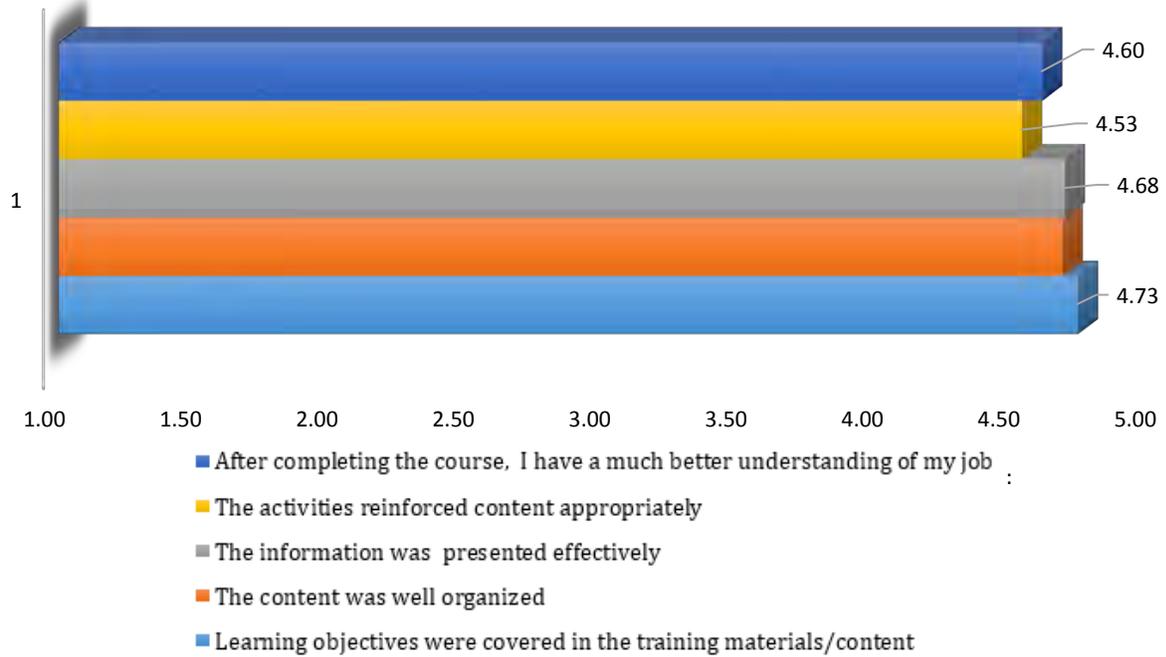
Building Blocks of Report Writing



Developing Effective Training



Advisory and Appeals Committee Training



APPENDIX E: COMPLAINT DATA - MDHHS OPERATED HOSPITALS – FY 16

DEFINITIONS

Allegation: An assertion of fact made by an individual that has not yet been proved or supported with evidence.

Appropriate Remedial Action: If it has been determined through investigation that a right has been violated, the respondent shall take appropriate remedial action that meets all of the following requirements: (a) Corrects or provides a remedy for the rights violations. (b) Is implemented in a timely manner. (c) Attempts to prevent a recurrence of the rights violation. It is the responsibility of the ORR to maintain a record of the documented action.

Disciplinary Action: Rule 7035. (1) Abuse or neglect (or retaliation/harassment per 330.1755(3)(a)) of a recipient by an employee, volunteer, or agent of a provider shall subject the employee, volunteer, or agent of a provider, upon substantiated reports, to an appropriate penalty, including official reprimand, demotion, suspension, reassignment, or dismissal.

Investigation: A detailed inquiry into and a systematic examination of an allegation raised in a rights complaint and reported in accordance with Chapter 7A.

Intervention: To act on behalf of a recipient to resolve a complaint alleging a violation of a code-protected right when the facts are clear and the remedy, if applicable, is clear, easily obtainable and does not involve statutorily required disciplinary action.

Preponderance: A standard of proof which is met when, based upon all the available evidence, it is more likely that a right was violated than not; greater weight of evidence, not as to quantity (number of witnesses), but as to quality (believability and greater weight of important facts provided).

Substantiation: A determination that a right was violated, utilizing a preponderance of evidence standard (evidence which is of greater weight or more convincing than the evidence offered in opposition to it) as proof.

Actions: Appropriate remedial action, as defined above is listed as Contract Action, Demotion, Employee Termination, Employee left the agency but Substantiated, Environmental Repair /Enhancement, Plan of Service Revision, Policy Revision/Development, Recipient Transfer to Another Site, Staff Transfer, Suspension, Training, Verbal Counseling, Written Counseling, Written Reprimand or Other.

Other: covers actions not otherwise identified, that resolve the complaint for the recipient, such as replacement of lost items, etc.

Following is the MDHHS-ORR complaint data and remedial action taken for FY 16 by individual facility:

The Mental Health Code requires in 330.1780 (1): *“If it has been determined through investigation that a right has been violated, the respondent shall take appropriate remedial action that meets all of the following requirements: (a) Corrects or provides a remedy for the rights violations. (b) Is implemented in a timely manner. (c) Attempts to prevent a recurrence of the rights violation.”* It is the responsibility of the ORR to maintain a record of the documented action.

***Employee left the agency, but substantiated - indicates a substantiated rights violation requiring disciplinary action occurred, and documentation was placed in the employee’s personnel file.**

Agency: Caro Center

Part A: Totals

Allegations	1,252
Interventions	894
Investigations	175
No right/No jurisdiction	183
Interventions Substantiated	3
Investigations Substantiated	19

Part B: Aggregate Summary

1. Freedom from Abuse

Code	Category	Received	Investigations	Investigations Substantiated
7221	abuse class I			
72221	abuse class II - nonaccidental act	45	45	
72222	abuse class II - unreasonable force	11	11	3
72223	abuse class II - emotional harm			
72224	abuse class II - treating as incompetent			
72225	abuse class II - exploitation			
7223	abuse class III	64	64	3
7224	abuse class I - sexual abuse	7	7	

2. Freedom from Neglect

Code	Category	Received	Investigations	Investigations Substantiated
72251	neglect class I	2	2	1
72252	neglect class I - failure to report			
72261	neglect class II	3	3	2
72262	neglect class II - failure to report			
72271	neglect class III	6	6	4
72272	neglect class III - failure to report	1	1	1

3. Rights Protection System

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7060	notice/explanation of rights					
7520	failure to report					
7545	retaliation/harassment					
7760	access to rights system	1	1	0		
7780	complaint investigation process	1	1	0		
7840	appeal process/mediation					

4. Admission/Discharge/Second Opinion

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
4090	second opinion - denial of hospitalization					
4190	termination of voluntary hospitalization (adult)					
4510	involuntary admission process					
4630	independent clinical examination	2	2	0		
4980	objection to hospitalization (minor)					
7050	second opinion - denial of services					

5. Civil Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7041	civil rights: discrimination, accessibility, accommodation, etc	1	1	0		
7044	religious practice	7	7	0		
7045	voting	1	1	0		
7047	presumption of competency					
7284	search/seizure	1	1	0		

6. Family Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7111	family dignity & respect					
7112	receipt of general education information					
7113	opportunity to provide information					

7. Communication & Visits

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7261	Visits	2	2	0		
7262	contact with attorneys or others regarding legal matters					
7263	access to telephone, mail	56	56	0		
7264	funds for postage, stationery, telephone usage	3	3	0		
7265	written and posted limitations, if established					
7266	uncensored mail	4	4	0		

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7481	disclosure of confidential information	7	5	0	2	1
7485	withholding of information (includes recipient access to records)	2	2	0		
7486	correction of record	2	2			
7487	access by p & a to records					
7501	privileged communication					

9. Treatment Environment

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7081	safe environment	108	105		3	1
7082	sanitary/humane environment	62	57	1	5	
7086	least restrictive setting	48	48			

10. Freedom of Movement

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7441	restrictions/limitations	40	40			
7400	Restraint	6	5	0	1	1
7420	Seclusion					

11. Financial Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7301	safeguarding money	1	1	0		
7302	facility account	6	6	0		
7303	easy access to money in account					
7304	ability to spend or use as desired	6	6	0		
7305	delivery of money upon release					
7360	labor & compensation					

12. Personal Property

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7267	access to entertainment materials, information, news	14	13	0	1	0
7281	possession and use	26	26	0		
7282	storage space	1	1	0		
7283	inspection at reasonable times					
7285	exclusions					
7286	limitations					
7287	receipts to recipient and to designated individual					
7288	waiver					
7289	protection	11	10	0	1	0

13. Suitable Services

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
1708	dignity and respect	125	118	0	7	0
7003	informed consent	1	1	0		
7029	information on family planning					
7049	treatment by spiritual means	1	1	0		
7080	mh services suited to condition	343	329	1	14	1

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7100	physical and mental exams					
7130	choice of physician/mental health professional	2	2	0		
7140	notice of clinical status/progress					
7150	services of mental health professional					
7160	surgery					
7170	electro convulsive therapy (ect)					
7180	psychotropic drugs	33	32	1	1	0
7190	notice of medication side effects					

14. Treatment Planning

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7121	person-centered process	3	2	0	1	1
7122	timely development	1	1	0		
7123	requests for review					
7124	participation by individual(s) of choice					
7125	assessment of needs					

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7241	prior consent	2	2	0		
7242	identification					
7243	objection					
7244	release to others/return					
7245	storage/destruction					

TOTALS		1069	894	3	175	19
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17. No Right Involved

Code	Category	Received
0000	no right involved	166

18. Outside Provider Jurisdiction

Code	Category	Received
0001	outside provider jurisdiction	17

Remedial Action Taken for Substantiated Rights Violations: Caro Center

Category (from Complaint Data)	Remedial Action
abuse class II - unreasonable force	Employment Termination
abuse class II - unreasonable force	Employee Left the Agency, but Substantiated
abuse class II - unreasonable force	Employee Left the Agency, but Substantiated
abuse class III	Employee Left the Agency, but Substantiated
abuse class III	Employment Termination
abuse class III	Written Reprimand
neglect class I	Training
neglect class II	Training
neglect class II	Employment Termination
neglect class III	Written Reprimand
neglect class III	Suspension
neglect class III	Suspension
neglect class III	Employee Left the Agency, but Substantiated
neglect class III - failure to report	Employee Left the Agency, but Substantiated
disclosure of confidential information	Employee Left the Agency, but Substantiated
mh services suited to condition	Written Counseling
mh services suited to condition	Policy Revision/Development
person-centered process	Training
psychotropic drugs	Training
restraint	Written Counseling
safe environment	Policy Revision/Development
sanitary/humane environment	Environmental Repair/Enhancement

Agency: Center for Forensic Psychiatry

Part A: Totals

Allegations	865
Interventions	527
Investigations	61
No right/No jurisdiction	277
Interventions Substantiated	23
Investigations Substantiated	19

Part B: Aggregate Summary

1. Freedom from Abuse

Code	Category	Received	Investigations	Investigations Substantiated
7221	abuse class I			
72221	abuse class II - nonaccidental act	7	7	1
72222	abuse class II - unreasonable force	2	2	1
72223	abuse class II - emotional harm			
72224	abuse class II - treating as incompetent			
72225	abuse class II - exploitation			
7223	abuse class III	15	15	2
7224	abuse class I - sexual abuse			

2. Freedom from Neglect

Code	Category	Received	Investigations	Investigations Substantiated
72251	neglect class I			
72252	neglect class I - failure to report			
72261	neglect class II	1	1	
72262	neglect class II - failure to report			
72271	neglect class III	5	5	3
72272	neglect class III - failure to report	1	1	1

3. Rights Protection System

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7060	notice/explanation of rights					
7520	failure to report					
7545	retaliation/harassment					
7760	access to rights system					
7780	complaint investigation process	4	3	0	1	0
7840	appeal process/mediation					

4. Admission/Discharge/Second Opinion

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
4090	second opinion - denial of hospitalization					
4190	termination of voluntary hospitalization (adult)					
4510	involuntary admission process					
4630	independent clinical examination					
4980	objection to hospitalization (minor)					
7050	second opinion - denial of services					

5. Civil Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7041	civil rights: discrimination, accessibility, accommodation, etc	6	6	0		
7044	religious practice					
7045	Voting					
7047	presumption of competency	2	2	0		
7284	search/seizure					

6. Family Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7111	family dignity & respect					
7112	receipt of general education information					
7113	opportunity to provide information					

7. Communication & Visits

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7261	Visits					
7262	contact with attorneys or others regarding legal matters	3	3	0		
7263	access to telephone, mail	11	11	2		
7264	funds for postage, stationery, telephone usage	2	2	0		
7265	written and posted limitations, if established					
7266	uncensored mail					

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7481	disclosure of confidential information	2	1	0	1	1
7485	withholding of information (includes recipient access to records)	2	2	0		
7486	correction of record	1	1	0		
7487	access by p & a to records					
7501	privileged communication					

1

9. Treatment Environment

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7081	safe environment	59	58	8	1	0
7082	sanitary/humane environment	7	7	4		
7086	least restrictive setting	22	21	0	1	1

10. Freedom of Movement

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7441	restrictions/limitations	11	11	0		
7400	Restraint	1			1	1
7420	Seclusion	1	1	0		

11. Financial Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7301	safeguarding money	15	15	0		
7302	facility account	15	15	0		
7303	easy access to money in account	7	7	0		
7304	ability to spend or use as desired	1	1	0		
7305	delivery of money upon release	1	1	0		
7360	labor & compensation	1	1	0		

12. Personal Property

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7267	access to entertainment materials, information, news	1	1	0		
7281	possession and use	13	13	0		
7282	storage space			0		
7283	inspection at reasonable times	1	1	0		
7285	Exclusions	3	3	0		
7286	Limitations					
7287	receipts to recipient and to designated individual					
7288	Waiver					
7289	Protection	20	18	0	2	1

13. Suitable Services

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
1708	dignity and respect	73	53	1	20	4
7003	informed consent					
7029	information on family planning					
7049	treatment by spiritual means					
7080	mh services suited to condition	258	255	8	3	2
7100	physical and mental exams	3	3	0		
7130	choice of physician/mental health professional					
7140	notice of clinical status/progress					
7160	Surgery	2	2	0		
7170	electro convulsive therapy (ect)					
7180	psychotropic drugs	2	2	0		
7190	notice of medication side effects	1	1	0		

14. Treatment Planning

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7121	person-centered process	3	3	0		
7122	timely development					

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7123	requests for review	1	1	0		
7124	participation by individual(s) of choice					
7125	assessment of needs					

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7241	prior consent	2	2	0		
7242	Identification					
7243	Objection					
7244	release to others/return					
7245	storage/destruction					

TOTALS		588	527	23	61	19
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17. No Right Involved

Code	Category	Received
0000	no right involved	246

18. Outside Provider Jurisdiction

Code	Category	Received
0001	outside provider jurisdiction	31

Remedial Action Taken for Substantiated Rights Violations: Center for Forensic Psychiatry

Category (from Complaint Data)	Specific Remedial Action(s)
abuse class II - nonaccidental act	Suspension
abuse class II - unreasonable force	Suspension
abuse class III	Written Reprimand
abuse class III	Pending
neglect class III	Written Reprimand
neglect class III	Training
neglect class III	Written Reprimand
neglect class III - failure to report	Written Reprimand
access to telephone, mail	Other

Category (from Complaint Data)	Specific Remedial Action(s)
access to telephone, mail	Plan of Service Revision
complaint investigation process	Training
dignity and respect	Other
dignity and respect	Training
dignity and respect	Training
dignity and respect	Policy Revision/Development
dignity and respect	Training
disclosure of confidential information	Other
least restrictive setting	Policy Revision/Development
mh services suited to condition	Plan of Service Revision
mh services suited to condition	Plan of Service Revision
mh services suited to condition	Other
mh services suited to condition	Other
mh services suited to condition	Other
mh services suited to condition	Other
mh services suited to condition	Other
mh services suited to condition	Other
mh services suited to condition	Other
mh services suited to condition	Training
mh services suited to condition	Training
property – protection	Policy Revision/Development
Restraint	Training
safe environment	Other
safe environment	Other
safe environment	Other
safe environment	Plan of Service Revision
safe environment	Other
sanitary/humane environment	Contract Action
sanitary/humane environment	Environmental Repair/Enhancement
sanitary/humane environment	Environmental Repair/Enhancement
sanitary/humane environment	Environmental Repair/Enhancement

Agency: Hawthorn Center

Part A: Totals

Allegations	238
Interventions	130
Investigations	91
No right/No jurisdiction	17
Interventions Substantiated	3
Investigations Substantiated	15

Part B: Aggregate Summary

1. Freedom from Abuse

Code	Category	Received	Investigations	Investigations Substantiated
7221	abuse class I	2	2	0
72221	abuse class II - nonaccidental act	25	25	0
72222	abuse class II - unreasonable force	11	11	2
72223	abuse class II - emotional harm			
72224	abuse class II - treating as incompetent			
72225	abuse class II - exploitation			
7223	abuse class III	20	20	1
7224	abuse class I - sexual abuse	1	1	0

2. Freedom from Neglect

Code	Category	Received	Investigations	Investigations Substantiated
72251	neglect class I			
72252	neglect class I - failure to report			
72261	neglect class II			
72262	neglect class II - failure to report			
72271	neglect class III	1	1	1
72272	neglect class III - failure to report			

3. Rights Protection System

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7060	notice/explanation of rights					
7520	failure to report					
7545	retaliation/harassment					
7760	access to rights system					
7780	complaint investigation process					
7840	appeal process/mediation					

4. Admission/Discharge/Second Opinion

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
4090	second opinion - denial of hospitalization					
4190	termination of voluntary hospitalization (adult)					
4510	involuntary admission process					
4630	independent clinical examination					
4980	objection to hospitalization (minor)					
7050	second opinion - denial of services					

5. Civil Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7041	civil rights: discrimination, accessibility, accommodation, etc					
7044	religious practice					
7045	Voting					
7047	presumption of competency					
7284	search/seizure					

6. Family Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7111	family dignity & respect	6	2	0	4	0
7112	receipt of general education information	1			1	0
7113	opportunity to provide information					

7. Communication & Visits

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7261	Visits					
7262	contact with attorneys or others regarding legal matters					
7263	access to telephone, mail	1	1	0		
7264	funds for postage, stationery, telephone usage					
7265	written and posted limitations, if established					
7266	uncensored mail	1	1	1		

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7481	disclosure of confidential information	2	1	0	1	0
7485	withholding of information (includes recipient access to records)					
7486	correction of record					
7487	access by p & a to records					
7501	privileged communication					

9. Treatment Environment

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7081	safe environment	50	47	0	3	2
7082	sanitary/humane environment	9	9	0		
7086	least restrictive setting	1	1	0		

10. Freedom of Movement

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7441	restrictions/limitations					
7400	restraint	7			7	3
7420	seclusion					

11. Financial Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7301	safeguarding money					
7302	facility account					
7303	easy access to money in account					
7304	ability to spend or use as desired					
7305	delivery of money upon release					
7360	labor & compensation					

12. Personal Property

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7267	access to entertainment materials, information, news					
7281	possession and use					
7282	storage space					
7283	inspection at reasonable times					
7285	Exclusions					
7286	Limitations					
7287	receipts to recipient and to designated individual					
7288	Waiver					
7289	Protection	7	7	0		

13. Suitable Services

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
1708	dignity and respect	28	17	1	11	4
7003	informed consent	2	2	0		
7029	information on family planning					
7049	treatment by spiritual means					
7080	mh services suited to condition	41	40	0	1	1
7100	physical and mental exams					
7130	choice of physician/mental health professional					
7140	notice of clinical status/progress					
7150	services of mental health professional					
7160	Surgery					
7170	electro convulsive therapy (ect)					
7180	psychotropic drugs					
7190	notice of medication side effects					

14. Treatment Planning

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7121	person-centered process	5	2	1	3	1
7122	timely development					
7123	requests for review					
7124	participation by individual(s) of choice					
7125	assessment of needs					

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7241	prior consent					
7242	identification					
7243	objection					
7244	release to others/return					
7245	storage/destruction					
TOTALS		221	130	3	91	15

17. No Right Involved

Code	Category	Received
0000	no right involved	15

18. Outside Provider Jurisdiction

Code	Category	Received
0001	outside provider jurisdiction	2

Remedial Action Taken for Substantiated Rights Violations: Hawthorn Center

Category (from Complaint Data)	Specific Remedial Action(s)
abuse class II - unreasonable force	Suspension
abuse class II - unreasonable force	Employment Termination
abuse class III	Staff Transfer
neglect class III	Written Reprimand
access to telephone, mail	Policy Revision/Development
dignity and respect	Employment Termination
dignity and respect	Written Reprimand
dignity and respect	Other
dignity and respect	Employment Termination
dignity and respect	Employment Termination
mh services suited to condition	Training
person-centered process	Plan of Service Revision
person-centered process	Plan of Service Revision
restraint	Employment Termination
restraint	Suspension
restraint	Training
safe environment	Policy Revision/Development
safe environment	Policy Revision/Development

Agency: Kalamazoo Psychiatric Hospital

Part A: Totals

Allegations	413
Interventions	237
Investigations	124
No right/No jurisdiction	122
Interventions Substantiated	6
Investigations Substantiated	40

Part B: Aggregate Summary

1. Freedom from Abuse

Code	Category	Received	Investigations	Investigations Substantiated
7221	abuse class I	3	3	
72221	abuse class II - nonaccidental act	39	39	6
72222	abuse class II - unreasonable force	20	20	19
72223	abuse class II - emotional harm			
72224	abuse class II - treating as incompetent			
72225	abuse class II - exploitation	2	2	
7223	abuse class III	27	27	5
7224	abuse class I - sexual abuse	32	32	

2. Freedom from Neglect

Code	Category	Received	Investigations	Investigations Substantiated
72251	neglect class I			
72252	neglect class I - failure to report			
72261	neglect class II	5	5	1
72262	neglect class II - failure to report	2	2	2
72271	neglect class III	8	8	4
72272	neglect class III - failure to report			

3. Rights Protection System

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7060	notice/explanation of rights					
7520	failure to report	2			2	2
7545	retaliation/harassment					
7760	access to rights system					
7780	complaint investigation process					
7840	appeal process/mediation					

4. Admission/Discharge/Second Opinion

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
4090	second opinion - denial of hospitalization					
4190	termination of voluntary hospitalization (adult)					
4510	involuntary admission process					
4630	independent clinical examination					
4980	objection to hospitalization (minor)					
7050	second opinion - denial of services					

5. Civil Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7041	civil rights: discrimination, accessibility, accommodation, etc					
7044	religious practice					
7045	voting					
7047	presumption of competency					
7284	search/seizure					

6. Family Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7111	family dignity & respect					
7112	receipt of general education information					
7113	opportunity to provide information					

7. Communication & Visits

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7261	visits					
7262	contact with attorneys or others regarding legal matters					
7263	access to telephone, mail	7	6	1	1	1
7264	funds for postage, stationery, telephone usage					
7265	written and posted limitations, if established					
7266	uncensored mail	3	3	0		

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7481	disclosure of confidential information	5	2	0	3	3
7485	withholding of information (includes recipient access to records)					
7486	correction of record					
7487	access by p & a to records					
7501	privileged communication					

9. Treatment Environment

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7081	safe environment	21	18	1	3	2
7082	sanitary/humane environment	4	4	1		
7086	least restrictive setting	10	10			

10. Freedom of Movement

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7441	restrictions/limitations	26	26	1		
7400	Restraint	6	2	0	4	3
7420	Seclusion	2			2	2

11. Financial Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7301	safeguarding money	3	2	0	1	0
7302	facility account	3	3	0		
7303	easy access to money in account	2	1	0	1	1
7304	ability to spend or use as desired					
7305	delivery of money upon release					
7360	labor & compensation	1	1	0		

12. Personal Property

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7267	access to entertainment materials, information, news	1			1	0
7281	possession and use	9	7	1	2	2
7282	storage space					
7283	inspection at reasonable times					
7285	Exclusions					
7286	Limitations	2	2	0		
7287	receipts to recipient and to designated individual					
7288	Waiver					
7289	Protection	4	3	0	1	0

13. Suitable Services

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
1708	dignity and respect	81	75		6	1
7003	informed consent					
7029	information on family planning					
7049	treatment by spiritual means					
7080	mh services suited to condition	75	68		7	6
7100	physical and mental exams					
7130	choice of physician/mental health professional	1	1	1		
7140	notice of clinical status/progress					
7150	services of mental health professional					
7160	Surgery					
7170	electro convulsive therapy (ect)					
7180	psychotropic drugs					
7190	notice of medication side effects	1	1	0		

14. Treatment Planning

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7121	person-centered process	3	1	0	2	0
7122	timely development					
7123	requests for review					
7124	participation by individual(s) of choice					
7125	assessment of needs					

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7241	prior consent	1	1	0		
7242	identification					
7243	objection					
7244	release to others/return					
7245	storage/destruction					
TOTALS		361	237	6	124	40

17. No Right Involved

Code	Category	Received
0000	no right involved	116

18. Outside Provider Jurisdiction

Code	Category	Received
0001	outside provider jurisdiction	6

Remedial Action Taken for Substantiated Rights Violations: Kalamazoo Psychiatric Hospital

Category (from Complaint Data)	Specific Remedial Action(s)
abuse class III	Written Reprimand
abuse class III	Suspension
abuse class III	Written Reprimand
abuse class III	Written Reprimand
abuse class II - nonaccidental act	Suspension
abuse class II - nonaccidental act	Suspension
abuse class II - nonaccidental act	Suspension
abuse class II - unreasonable force	Suspension

Category (from Complaint Data)	Specific Remedial Action(s)
abuse class II - unreasonable force	Employment Termination
abuse class II - unreasonable force	Employment Termination
neglect class II	
neglect class II - failure to report	Suspension
neglect class II - failure to report	Suspension
neglect class III	Written Reprimand
neglect class III	Written Reprimand
neglect class III	Suspension
neglect class III	Pending
access to telephone, mail	Other
access to telephone, mail	Policy Revision/Development
choice of mh professional	Environmental Repair/Enhancement
dignity and respect	Written Reprimand
disclosure of confidential information	Training
disclosure of confidential information	Training
disclosure of confidential information	Training
easy access to money in account	Policy Revision/Development
failure to report	Training
failure to report	Training
property - protection and use	Training
property - protection and use	Training
property - protection and use	Training
restraint	Verbal Counseling
restraint	Training
restraint	Training
restraint	None
restraint	Training
restrictions/limitations	Policy Revision/Development
safe environment	Policy Revision/Development
safe environment	Other
safe environment	Plan of Service Revision
sanitary/humane environ.	None
mh services suited to condition	Written Reprimand
mh services suited to condition	Training
mh services suited to condition	Training
mh services suited to condition	Plan of Service Revision
mh services suited to condition	Plan of Service Revision
mh services suited to condition	Contract Action

Agency: Walter Reuther Psychiatric Hospital

Part A: Totals

Allegations	424
Interventions	299
Investigations	82
No right/No jurisdiction	43
Interventions Substantiated	2
Investigations Substantiated	12

Part B: Aggregate Summary

1. Freedom from Abuse

Code	Category	Received	Investigations	Investigations Substantiated
7221	abuse class I			
72221	abuse class II - nonaccidental act	38	38	0
72222	abuse class II - unreasonable force	5	5	2
72223	abuse class II - emotional harm			
72224	abuse class II - treating as incompetent			
72225	abuse class II - exploitation			
7223	abuse class III	13	13	0
7224	abuse class I - sexual abuse	4	4	0

2. Freedom from Neglect

Code	Category	Received	Investigations	Investigations Substantiated
72251	neglect class I			
72252	neglect class I - failure to report			
72261	neglect class II	2	2	2
72262	neglect class II - failure to report			
72271	neglect class III	2	2	2
72272	neglect class III - failure to report	1	1	

3. Rights Protection System

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7060	notice/explanation of rights					
7520	failure to report	1			1	0
7545	retaliation/harassment					
7760	access to rights system	1	1	0		
7780	complaint investigation process					
7840	appeal process/mediation					

4. Admission/Discharge/Second Opinion

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
4090	second opinion - denial of hospitalization					
4190	termination of voluntary hospitalization (adult)					
4510	involuntary admission process					
4630	independent clinical examination					
4980	objection to hospitalization (minor)					
7050	second opinion - denial of services					

5. Civil Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7041	civil rights: discrimination, accessibility, accommodation, etc					
7044	religious practice					
7045	voting	1	1	0		
7047	presumption of competency					
7284	search/seizure					

6. Family Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7111	family dignity & respect					
7112	receipt of general education information					
7113	opportunity to provide information					

7. Communication & Visits

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7261	visits	2	2	0		
7262	contact with attorneys or others regarding legal matters	3	3	0		
7263	access to telephone, mail	12	12	1		
7264	funds for postage, stationery, telephone usage					
7265	written and posted limitations, if established					
7266	uncensored mail	1	1	0		

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7481	disclosure of confidential information	2	2	1		
7485	withholding of information (includes recipient access to records)					
7486	correction of record					
7487	access by p & a to records					
7501	privileged communication					

9. Treatment Environment

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7081	safe environment	48	47	0	1	0
7082	sanitary/humane environment	8	8	0		
7086	least restrictive setting	3	3	0		

10. Freedom of Movement

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7441	restrictions/limitations	20	18	0	2	1
7400	restraint	5	1	0	4	2
7420	seclusion					

11. Financial Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7301	safeguarding money	2	2	0		
7302	facility account	9	9	0		
7303	easy access to money in account					
7304	ability to spend or use as desired	1	1	0		
7305	delivery of money upon release					
7360	labor & compensation					

12. Personal Property

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7267	access to entertainment materials, information, news	6	6	0		
7281	possession and use	16	16	0		
7282	storage space					
7283	inspection at reasonable times					
7285	exclusions					
7286	limitations	1	1	0		
7287	receipts to recipient and to designated individual					
7288	waiver					
7289	protection	12	12	0		

13. Suitable Services

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
1708	dignity and respect	28	22	0	6	2
7003	informed consent					
7029	information on family planning					
7049	treatment by spiritual means					
7080	mh services suited to condition	116	113	0	3	1
7100	physical and mental exams					
Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7130	choice of physician/mental health professional	1	1	0		
7140	notice of clinical status/progress					
7150	services of mental health professional					
7160	surgery					
7170	electro convulsive therapy (ect)					
7180	psychotropic drugs	15	15	0		
7190	notice of medication side effects					

14. Treatment Planning

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7121	person-centered process	2	2	0		
7122	timely development					
7123	requests for review					
7124	participation by individual(s) of choice					
7125	assessment of needs					

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7241	prior consent					
7242	identification					
7243	objection					
7244	release to others/return					
7245	storage/destruction					
TOTALS		381	299	2	82	12

17. No Right Involved

Code	Category	Received
0000	no right involved	36

18. Outside Provider Jurisdiction

Code	Category	Received
0001	outside provider jurisdiction	7

Remedial Action Taken for Substantiated Rights Violations: Walter Reuther Psychiatric Hospital

Category (from Complaint Data)	Specific Remedial Action(s)
abuse class II - unreasonable force	Suspension
abuse class II - unreasonable force	Written Counseling
neglect class II	Written Reprimand
neglect class II	Training
neglect class III	Written Reprimand
neglect class III	Employee Left the Agency, but Substantiated

Category (from Complaint Data)	Specific Remedial Action(s)
access to telephone/mail	Other
dignity and respect	Written Reprimand
dignity and respect	Verbal Counseling
disclosure of confidential information	Other
restraint	Training
restraint	Training
restrictions/limitations	Training
mh services suited to condition	<i>Training</i>

APPENDIX F: CMHSP COMPARATIVE DATA – FY 16

CMHSP	Unduplicated Count	Rights Office Staffing FTE	Site Visits Required	Site Visits Conducted	Allegations (not including 0000 or 0001)	Investigations	Substantiated
Allegan County CMH Services	2,159	1.50	72	72	45	37	22
AuSable Valley CMH	2,454	1.00	45	45	100	97	49
Barry County CMHA	2,188	1.00	38	38	8	8	7
Bay-Arenac Behavioral Health	5,288	2.75	87	87	147	141	77
Berrien/Riverwood Center	6,206	1.80	85	85	41	24	26
Centra Wellness Network	1,319	1.50	22	22	52	35	33
CMH & SA Services of St Joseph Cty.	1,667	1.00	59	58	22	15	13
CMH Authority of Clinton Eaton Ingham Co	10,570	4.00	205	187	101	95	22
CMH for Central Michigan	9,015	5.03	211	211	391	391	160
CMH for Ottawa County	2,736	1.00	99	99	35	35	13
Copper Country CMH Services	996	0.60	34	33	34	31	20
Detroit Wayne MH Authority	66,173	30.00	654	654	975	975	337
Genesee Health System	9,763	6.00	151	151	494	490	206
Gogebic County CMH Services	435	0.25	16	16	5	5	2
Gratiot County CMH Services	1,824	1.00	18	18	40	39	24
HealthWest CMH Services	4,867	1.50	97	97	129	128	69
Hiawatha	1,385	1.00	26	26	19	18	13
Huron Behavioral Health Services	999	0.50	16	16	12	12	8
Kalamazoo CMH & SA Services	6,121	6.00	130	147	481	361	167
Lapeer County CMH Services	1,511	1.00	42	42	49	29	27

CMHSP	Unduplicated Count	Rights Office Staffing FTE	Site Visits Required	Site Visits Conducted	Allegations (not including 0000 or 0001)	Investigations	Substantiated
Lenawee County CMH Authority	1,908	1.00	36	36	28	28	11
Lifeways	4,958	3.00	143	68	372	372	156
Livingston County CMH Services	3,386	2.00	38	38	250	244	117
Macomb County CMH Services	12,578	15.50	326	351	1,705	1,705	680
Monroe CMH Authority	2,662	2.00	28	28	174	174	111
Montcalm Center for Behavioral Health	1,850	1.00	25	25	60	34	42
network180	15,572	4.25	268	268	264	252	62
Newaygo County CMH Services	1,533	1.25	26	26	54	53	26
North Country CMH	3,838	2.00	96	95	159	116	82
Northeast Michigan CMH Authority	2,127	1.50	58	58	67	62	38
Northern Lakes CMH	5,312	4.00	121	121	450	438	202
Northpointe Behavioral Healthcare Systems	1,815	1.00	23	23	42	35	25
Oakland County CMH Authority	22,145	15.00	371	371	1,044	1,042	401
Pathways	2,504	3.00	63	63	163	145	74
Pines Behavioral Health Services	2,362	0.50	31	31	17	17	10
Saginaw County CMH Authority	6,210	3.00	134	134	160	160	117
Sanilac County CMH Services	1,135	1.00	47	47	57	57	32
Shiawasee County CMH Services	1,723	2.00	23	23	85	62	52
St Clair County CMH Services	3,892	1.77	82	82	115	115	69
Summit Pointe Behavioral Health	6,220	1.80	134	134	417	395	207

CMHSP	Unduplicated Count	Rights Office Staffing FTE	Site Visits Required	Site Visits Conducted	Allegations (not including 0000 or 0001)	Investigations	Substantiated
The Right Door for Hope, Recovery and Wellness	2,397	1.00	27	27	35	34	25
Tuscola Behavioral Health Systems	1,257	1.00	37	37	68	67	31
Van Buren CMH Authority	2,443	1.00	55	55	3	3	2
Washtenaw County	3,392	4.00	56	56	447	447	193
West Michigan CMH	2,524	1.10	58	58	36	23	26
Woodlands Behavioral Healthcare Network	1,540	0.75	84	84	38	38	17

APPENDIX G: COMPLAINT DATA SUMMARY - CMHSP RIGHTS OFFICES – FY 16

Part A: Totals

Allegations Received	10,683
Interventions	155
Investigations	9,084
no right/no jurisdiction	1,193
Interventions Substantiated	406
Investigations Substantiated	3,948

Part B: Aggregate Summary

1. Freedom from Abuse

Code	Category	Received	Investigations	Investigations Substantiated
7221	abuse class I	26	26	3
72221	abuse class II - nonaccidental act	419	419	80
72222	abuse class II - unreasonable force	463	463	158
72223	abuse class II - emotional harm	11	11	9
72224	abuse class II - treating as incompetent	0	0	0
72225	abuse class II - exploitation	318	318	105
7223	abuse class III	609	609	220
7224	abuse class I - sexual abuse	57	57	9

2. Freedom from Neglect

Code	Category	Received	Investigations	Investigations Substantiated
72251	neglect class I	88	88	30
72252	neglect class I - failure to report	5	5	2
72261	neglect class II	241	241	123
72262	neglect class II - failure to report	69	69	57
72271	neglect class III	1450	1450	885
72272	neglect class III - failure to report	68	68	60

3. Rights Protection System

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7060	notice/explanation of rights	2	0	0	2	1
7520	failure to report	111	7	7	104	75
7545	retaliation/harassment	63			63	14
7760	access to rights system	9	0	0	9	5
7780	complaint investigation process	11	0	0	11	11
7840	appeal process/mediation	0	0	0	0	0

4. Admission/Discharge/Second Opinion

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
4090	second opinion - denial of hospitalization	3	0	0	3	0
4190	termination of voluntary hospitalization (adult)	0	0	0	0	0
4510	involuntary admission process	5	2	1	3	0
4630	independent clinical examination	0	0	0	0	0
4980	objection to hospitalization (minor)	0	0	0	0	0
7050	second opinion - denial of services	2	0	0	2	0

5. Civil Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7041	civil rights: discrimination, accessibility, accommodation, etc	15	0	0	15	3
7044	religious practice	7	3	1	4	1
7045	voting	0	0	0	0	0
7047	presumption of competency	1	0	0	1	1
7284	search/seizure	11	1	0	10	5

6. Family Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7111	family dignity & respect	160	4	3	156	61
7112	receipt of general education information	0	0	0	0	2
7113	opportunity to provide information	3	1	0	2	0

7. Communication & Visits

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7261	visits	12	1	0	11	2
7262	contact with attorneys or others regarding legal matters	1	0	0	1	0
7263	access to telephone, mail	41	3	1	38	10
7264	funds for postage, stationery, telephone usage	5	1	1	4	0
7265	written and posted limitations, if established	0	0	0	0	0
7266	uncensored mail	12	1	0	11	3

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7481	disclosure of confidential information	375	64	48	311	141
7485	withholding of information (includes recipient access to records)	4	1	0	3	11
7486	correction of record	1	0	0	1	0
7487	access by p & a to records	10	10	0	0	0
7501	privileged communication	0	0	0	0	0

9. Treatment Environment

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7081	safe environment	329	39	7	290	119
7082	sanitary/humane environment	209	10	2	199	86
7086	least restrictive setting	11	5	0	6	2

10. Freedom of Movement

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7441	restrictions/limitations	110	6	3	104	39
7400	restraint	14	2	1	12	7
7420	seclusion	34	2	1	31	15

11. Financial Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7301	safeguarding money	9	0	0	8	6
7302	facility account	0	0	0	0	0
7303	easy access to money in account	3	0	0	3	1
7304	ability to spend or use as desired	1	0	0	1	0
7305	delivery of money upon release	4	0	0	4	3
7360	labor & compensation	6	0	0	6	3

12. Personal Property

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7267	access to entertainment materials, information, news	1	0	0	1	0
7281	possession and use	111	9	2	102	49
7282	storage space	0	0	0	0	0
7283	inspection at reasonable times	0	0	0	0	0
7285	exclusions	0	0	0	0	0
7286	limitations	14	1	0	13	2
7287	receipts to recipient and to designated individual	0	0	0	0	0
7288	waiver	0	0	0	0	0
7289	protection	17	2	0	15	11

13. Suitable Services

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
1708	dignity and respect	1,813	0	40	1,712	559
7003	informed consent	28	0	0	28	75
7029	information on family planning	0	0	0	0	0
7049	treatment by spiritual means	0	0	0	0	0
7080	mh services suited to condition	1,942	0	36	1,824	811
7100	physical and mental exams	0	0	0	0	6
7130	choice of physician/mental health professional	28	0	0	21	1
7140	notice of clinical status/progress	4	0	0	4	1
7150	services of mental health professional	2	0	0	1	0
7160	surgery	0	0	0	0	0
7170	electro convulsive therapy (ect)	0	0	0	0	0
7180	psychotropic drugs	3	0	0	3	0
7190	notice of medication side effects	2	0	0	2	1

14. Treatment Planning

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7121	person-centered process	44	1	0	43	26
7122	timely development	8	0	0	8	7
7123	requests for review	5	0	0	5	2
7124	participation by individual(s) of choice	0	0	0	0	0
7125	assessment of needs	17	0	0	17	7

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7241	prior consent	33	1	1	32	20
7242	identification	0	0	0	0	1
7243	objection	0	0	0	0	0
7244	release to others/return	0	0	0	0	0
7245	storage/destruction	0	0	0	0	0
TOTALS		9,490	177	155	9,084	3,947

17. No Right Involved

Code	Category	Received
0000	no right involved	611

18. Outside Provider Jurisdiction

Code	Category	Received
0001	outside provider jurisdiction	582

APPENDIX H: ABUSE/NEGLECT/RETALIATION REMEDIAL ACTION BY CMHSP RIGHTS OFFICES – FY 16

MHC 330.1722 requires that disciplinary action be taken when an allegation of abuse or neglect is substantiated. MHC 330.1755(3)(a) also requires that appropriate disciplinary action will be taken if there is evidence of harassment or retaliation (see definitions, page 30). In 114 cases requiring disciplinary action, either none was taken, or it is not apparent that disciplinary action was taken. The CMHSP name and rights category are in **bold type** in these instances.

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Lifeways	abuse class I	Supported Independent Placement (SIP)	Employment Termination				
Sanilac County CMH Services	abuse class I	Residential MI	Employment Termination				
Detroit Wayne MH Authority	abuse class I - sexual abuse	Residential MI	Employment Termination				
Detroit Wayne MH Authority	abuse class I - sexual abuse	Residential MI	Suspension				
Montcalm Care Network	abuse class I - sexual abuse	Mixed Residential (MI/DD)	Staff Transfer	Written Reprimand			
Shiawasee County CMH Authority	abuse class I - sexual abuse	Case Management	Employee left the agency, but substantiated				
Lifeways	abuse class I - sexual abuse	Residential MI	Employment Termination				
Lifeways	abuse class I - sexual abuse	SIP	Employment Termination				
Oakland County	abuse class I - sexual abuse	Other	Suspension	Employment Termination			
Oakland County	abuse class I - sexual abuse	Other	Suspension	Employment Termination			
Detroit Wayne MH Authority	abuse class II - emotional harm	Outpatient	Training	Written Reprimand			
North Country CMH	abuse class II - emotional harm	Residential DD	Employment Termination				
North Country CMH	abuse class II - emotional harm	Residential DD	Employment Termination				
North Country CMH	abuse class II - emotional harm	Mixed Residential (MI/DD)	Employment Termination	Contract Action			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Northern Lakes CMH	abuse class II - emotional harm	Other	Verbal Counseling	Written Reprimand	Suspension	Suspension	
Northern Lakes CMH	abuse class II - emotional harm	Outpatient	Suspension				
St Clair County CMH Services	abuse class II - emotional harm	Other	Training	Employee left the agency, but substantiated			
Saginaw County CMH Authority	abuse class II - emotional harm	Other	Employment Termination				
Saginaw County CMH Authority	abuse class II - emotional harm	Other	Written Reprimand				
Allegan County CMH	abuse class II - exploitation	Residential DD	Employment Termination				
Bay-Arenac Behavioral Health	abuse class II - exploitation	Mixed Residential (MI/DD)	Training	Employment Termination			
Bay-Arenac Behavioral Health	abuse class II - exploitation	SIP	Employment Termination	Other			
Berrien/Riverwood Center	abuse class II - exploitation	Residential MI	Employment Termination	Policy Revision/Development	Other		
Berrien/Riverwood Center	abuse class II - exploitation	Residential MI	Employment Termination	Policy Revision/Development			
Berrien/Riverwood Center	abuse class II - exploitation	Residential MI	Employment Termination	Policy Revision/Development			
Berrien/Riverwood Center	abuse class II - exploitation	Residential MI	Employment Termination	Policy Revision/Development			
Berrien/Riverwood Center	abuse class II - exploitation	Residential MI	Employment Termination	Policy Revision/Development			
Berrien/Riverwood Center	abuse class II - exploitation	Residential MI	Employment Termination	Policy Revision/Development			
Berrien/Riverwood Center	abuse class II - exploitation	Residential MI	Employment Termination	Policy Revision/Development			
Berrien/Riverwood Center	abuse class II - exploitation	Residential MI	Employment Termination	Policy Revision/Development			
Berrien/Riverwood Center	abuse class II - exploitation	Residential MI	Employment Termination	Policy Revision/Development			
Berrien/Riverwood Center	abuse class II - exploitation	Residential MI	Employment Termination	Policy Revision/Development			
CMHA of Ottawa County	abuse class II - exploitation	SIP	Employment Termination				
CMH for Central Michigan	abuse class II - exploitation	SIP	Demotion				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
CMH for Central Michigan	abuse class II - exploitation	Mixed Residential (MI/DD)	Employee left the agency, but substantiated				
CMH for Central Michigan	abuse class II - exploitation	Supported Employment	Employment Termination				
CMH for Central Michigan	abuse class II - exploitation	SIP	Employee left the agency, but substantiated				
CMH for Central Michigan	abuse class II - exploitation	SIP	Written Reprimand	Other			
CMH for Central Michigan	abuse class II - exploitation	SIP	Suspension	Training	Other		
CMH for Central Michigan	abuse class II - exploitation	SIP	Written Reprimand				
CMH for Central Michigan	abuse class II - exploitation	Residential DD	Employment Termination				
CMH for Central Michigan	abuse class II - exploitation	Residential DD	Employment Termination	Other	Environmental Repair/Enhancement		
Copper Country	abuse class II - exploitation	Residential MI	Other				
Copper Country	abuse class II - exploitation	Residential MI	Other				
Detroit Wayne MH Authority	abuse class II - exploitation	Day Program DD	Suspension				
Detroit Wayne MH Authority	abuse class II - exploitation	Other	Employee left the agency, but substantiated				
Detroit Wayne MH Authority	abuse class II - exploitation	Other	Suspension	Other			
Detroit Wayne MH Authority	abuse class II - exploitation	Outpatient	Employment Termination				
Detroit Wayne MH Authority	abuse class II - exploitation	Residential DD	Contract Action	Verbal Counseling			
Detroit Wayne MH Authority	abuse class II - exploitation	Residential DD	Employee left the agency, but substantiated	Other			
Detroit Wayne MH Authority	abuse class II - exploitation	Residential DD	Employment Termination				
Detroit Wayne MH Authority	abuse class II - exploitation	Residential DD	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Detroit Wayne MH Authority	abuse class II - exploitation	Residential DD	Other	Written Counseling			
Detroit Wayne MH Authority	abuse class II - exploitation	Residential DD	Suspension	Employment Termination			
Detroit Wayne MH Authority	abuse class II - exploitation	Residential MI	Contract Action				
Detroit Wayne MH Authority	abuse class II - exploitation	Residential MI	Contract Action				
Detroit Wayne MH Authority	abuse class II - exploitation	Residential MI	Employee left the agency, but substantiated				
Detroit Wayne MH Authority	abuse class II - exploitation	Residential MI	Employee left the agency, but substantiated				
Detroit Wayne MH Authority	abuse class II - exploitation	Residential MI	Employment Termination				
Detroit Wayne MH Authority	abuse class II - exploitation	Residential MI	Employment Termination				
Detroit Wayne MH Authority	abuse class II - exploitation	Residential MI	Employment Termination	Other			
Detroit Wayne MH Authority	abuse class II - exploitation	Residential MI	Plan of Service Revision				
Detroit Wayne MH Authority	abuse class II - exploitation	Residential MI	Suspension	Other			
Detroit Wayne MH Authority	abuse class II - exploitation	SIP	Employment Termination				
HealthWest CMH Services	abuse class II - exploitation	Residential MI	Employee left the agency, but substantiated				
Lapeer County CMH Services	abuse class II - exploitation	Outpatient	Employee left the agency, but substantiated				
Lapeer County CMH Services	abuse class II - exploitation	Residential DD	Suspension				
Lenawee County CMH Authority	abuse class II - exploitation	Residential DD	Written Reprimand	Training			
Montcalm Care Network	abuse class II - exploitation	Other	Employment Termination				
network180	abuse class II - exploitation	Other	Employment Termination				
North Country CMH	abuse class II - exploitation	Mixed Residential (MI/DD)	Employment Termination	Contract Action			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Northern Lakes CMH	abuse class II - exploitation	SIP	Employee left the agency, but substantiated				
Northern Lakes CMH	abuse class II - exploitation	SIP	Employee left the agency, but substantiated				
Northern Lakes CMH	abuse class II - exploitation	Residential DD	Employee left the agency, but substantiated	Other			
Sanilac County CMH Services	abuse class II - exploitation	Other	Employment Termination				
Shiawasee County CMH Authority	abuse class II - exploitation	SIP	Employment Termination				
St Clair County CMH Services	abuse class II - exploitation	Other	Suspension	Written Reprimand	Training		
Summit Pointe Behavioral Health	abuse class II - exploitation	SIP	Employee left the agency, but substantiated				
Summit Pointe Behavioral Health	abuse class II - exploitation	Other x 2	Training				
Summit Pointe Behavioral Health	abuse class II - exploitation	Other x 2	Training				
Woodlands Behavioral Healthcare Network	abuse class II - exploitation	Other	Employment Termination				
Genesee Health System	abuse class II - exploitation	Case Management	Employee left the agency, but substantiated	Other			
Lifeways	abuse class II - exploitation	Outpatient	Employment Termination				
Lifeways	abuse class II - exploitation	Outpatient	Employment Termination				
Lifeways	abuse class II - exploitation	Outpatient	Employment Termination				
Lifeways	abuse class II - exploitation	Residential DD	Written Counseling				
Lifeways	abuse class II - exploitation	Residential DD	Written Counseling				
Lifeways	abuse class II - exploitation	Residential DD	Written Counseling				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Washtenaw	abuse class II - exploitation	SIP	Employee Termination	Other x 2			
Washtenaw	abuse class II - exploitation	SIP	Employee Termination				
Washtenaw	abuse class II - exploitation	SIP	Employee Termination	Other x 2			
Washtenaw	abuse class II - exploitation	SIP	Employee left the agency, but substantiated	Other			
Washtenaw	abuse class II - exploitation	SIP	Employee left the agency, but substantiated	Other			
Washtenaw	abuse class II - exploitation	Residential DD	Employee Termination				
Washtenaw	abuse class II - exploitation	SIP	Employee Termination				
Macomb	abuse class II - exploitation	SIP	Written Reprimand	Training	Other		
Macomb	abuse class II - exploitation	Residential MI	Employee left the agency, but substantiated	Other x 2			
Macomb	abuse class II - exploitation	SIP	Employee left the agency, but substantiated	Other x 2			
Macomb	abuse class II - exploitation	Residential MI	Written Reprimand	Policy Revision/Development			
Macomb	abuse class II - exploitation	Other	Written Counseling	Staff Transfer	Other		
Macomb	abuse class II - exploitation	Residential MI/DD	Employee left the agency, but substantiated	Other x 2			
Macomb	abuse class II - exploitation	SIP	Contract Action				
Macomb	abuse class II - exploitation	Residential DD	Employee left the agency, but substantiated	Other x 2			
Macomb	abuse class II - exploitation	Other	Employment Termination	Other			
Macomb	abuse class II - exploitation	Other	Employment Termination	Other			
Macomb	abuse class II - exploitation	Residential DD	Employee left the agency, but substantiated	Other			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Macomb	abuse class II - exploitation	Other x 2					
Macomb	abuse class II - exploitation	Other x 2					
Macomb	abuse class II - exploitation	SIP	Employee left the agency, but substantiated	Other	Other		
Monroe CMH Authority	abuse class II - exploitation	SIP	Suspension	Employee Termination	Other		
Oakland County	abuse class II - exploitation	Residential DD	Suspension	Written Reprimand	Other		
Oakland County	abuse class II - exploitation	SIP	Employment Termination				
Oakland County	abuse class II - exploitation	SIP	Employment Termination				
Oakland County	abuse class II - exploitation	SIP	Employment Termination				
Oakland County	abuse class II - exploitation	SIP	Employment Termination				
Oakland County	abuse class II - exploitation	SIP	Employment Termination				
Oakland County	abuse class II - exploitation	Residential MI	Demotion	Written Reprimand	Other		
Oakland County	abuse class II - exploitation	SIP					
Oakland County	abuse class II - exploitation	SIP					
Oakland County	abuse class II - exploitation	SIP					
Pathways	abuse class II - exploitation	Residential MI/DD	Employee left the agency, but substantiated				
Saginaw County CMH Authority	abuse class II - exploitation	Residential MI/DD	Employment Termination				
Saginaw County CMH Authority	abuse class II - exploitation	Other	Employment Termination				
Kalamazoo CMH and SA Services	abuse class II - exploitation	Mixed Residential (MI/DD)	Policy Revision/Development	Suspension	Written Reprimand		
Kalamazoo CMH and SA Services	abuse class II - exploitation	Case Management	Training	Written Reprimand			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Kalamazoo CMH and SA Services	abuse class II - exploitation	Residential MI	Contract Action				
Kalamazoo CMH and SA Services	abuse class II - exploitation	Residential DD	Employment Termination				
Livingston County CMH Services	abuse class II - nonaccidental act	Residential DD	Employee Termination				
Allegan County CMH	abuse class II - nonaccidental act	Mixed Residential (MI/DD)	Employment Termination				
AuSable Valley CMH	abuse class II - nonaccidental act	Other	Demotion	Staff Transfer			
Berrien/Riverwood Center	abuse class II - nonaccidental act	Residential DD	Employment Termination				
Berrien/Riverwood Center	abuse class II - nonaccidental act	Residential DD	Employment Termination				
Berrien/Riverwood Center	abuse class II - nonaccidental act	SIP	Employment Termination				
CMH and SA Servces of St Joseph Co	abuse class II - nonaccidental act	Residential DD	Employment Termination				
CMHA of Ottawa County	abuse class II - nonaccidental act	Residential DD	Staff Transfer	Written Reprimand	Training		
CMH for Central Michigan	abuse class II - nonaccidental act	Residential DD	Written Counseling	Suspension	Training		
CMH for Central Michigan	abuse class II - nonaccidental act	Supported Employment	Suspension	Employment Termination			
CMH for Central Michigan	abuse class II - nonaccidental act	SIP	Employment Termination				
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Day Program DD	Staff Transfer	Written Reprimand	Written Counseling	Training	
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Other	Suspension				
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Outpatient	Employment Termination				
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential DD	Employee left the agency, but substantiated				
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential DD	Employment Termination				
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential DD	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential DD	Employment Termination				
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential DD	Employment Termination				
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential DD	Employment Termination				
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential DD	Employment Termination				
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential DD	Staff Transfer				
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential DD	Staff Transfer	Employee left the agency, but substantiated			
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential DD	Suspension				
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential DD	Suspension	Employee left the agency, but substantiated			
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential DD	Suspension	Employment Termination			
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential MI	Contract Action				
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential MI	Employee left the agency, but substantiated				
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential MI	Employment Termination				
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential MI	Employment Termination				
Detroit Wayne MH Authority	abuse class II - nonaccidental act	Residential MI	Staff Transfer	Training			
HealthWest CMH Services	abuse class II - nonaccidental act	Residential DD	Employee left the agency, but substantiated				
HealthWest CMH Services	abuse class II - nonaccidental act	Residential DD	Employee left the agency, but substantiated				
Lapeer County CMH Services	abuse class II - nonaccidental act	Residential DD	Employment Termination				
Montcalm Care Network	abuse class II - nonaccidental act	Mixed Residential (MI/DD)	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
North Country CMH	abuse class II - nonaccidental act	Residential DD	Employment Termination				
Northern Lakes CMH	abuse class II - nonaccidental act	Case Management	Employment Termination				
Northern Lakes CMH	abuse class II - nonaccidental act	Residential DD	Employee left the agency, but substantiated				
Northern Lakes CMH	abuse class II - nonaccidental act	Residential DD	Employment Termination				
Northern Lakes CMH	abuse class II - nonaccidental act	Residential DD	Employment Termination				
Northern Lakes CMH	abuse class II - nonaccidental act	Residential DD	Employment Termination				
Pines Behavioral Health Services	abuse class II - nonaccidental act	Mixed Residential (MI/DD)	Written Counseling	Training	Staff Transfer		
Shiawasee County CMH Authority	abuse class II - nonaccidental act	Other	Employment Termination				
Shiawasee County CMH Authority	abuse class II - nonaccidental act	Mixed Residential (MI/DD)	Employment Termination				
Summit Pointe Behavioral Health	abuse class II - nonaccidental act	Mixed Residential (MI/DD)	Suspension	Employment Termination			
Summit Pointe Behavioral Health	abuse class II - nonaccidental act	SIP	Employment Termination				
Summit Pointe Behavioral Health	abuse class II - nonaccidental act	SIP	Suspension	Written Reprimand			
Woodlands Behavioral Healthcare Network	abuse class II - nonaccidental act	Other	Employment Termination				
Genesee Health System	abuse class II - nonaccidental act	Day Program DD	Suspension	Training			
Genesee Health System	abuse class II - nonaccidental act	Residential DD	Employment Termination	Training			
Lifeways	abuse class II - nonaccidental act	Residential MI/DD	Employment Termination				
Lifeways	abuse class II - nonaccidental act	Residential DD	Employment Termination				
Macomb	abuse class II - nonaccidental act	Residential MI	Written Reprimand	Suspension	Other		

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Macomb	abuse class II - nonaccidental act	Other	Employment Termination	Other			
Macomb	abuse class II - nonaccidental act	Other	Employment Termination	Other			
Macomb	abuse class II - nonaccidental act	Other	Employment Termination	Other			
Macomb	abuse class II - nonaccidental act	Other	Employment Termination	Other			
Macomb	abuse class II - nonaccidental act	Other	Written Reprimand	Other			
Macomb	abuse class II - nonaccidental act	Other	Written Reprimand	Other			
Macomb	abuse class II - nonaccidental act	Workshop (prevocational)	Employee left the agency, but substantiated	Other			
Macomb	abuse class II - nonaccidental act	SIP	Employment Termination	Other			
Macomb	abuse class II - nonaccidental act	SIP	Employment Termination	Other			
Macomb	abuse class II - nonaccidental act	Other	Employment Termination	Other			
Macomb	abuse class II - nonaccidental act	SIP	Employee left the agency, but substantiated	Other			
Macomb	abuse class II - nonaccidental act	Other	Employee left the agency, but substantiated	Other			
Monroe CMH Authority	abuse class II - nonaccidental act	Supported Employment	Verbal Counsel	Suspension	Employee Termination		
Oakland County	abuse class II - nonaccidental act	SIP	Employment Termination				
Oakland County	abuse class II - nonaccidental act	SIP	Employment Termination				
Oakland County	abuse class II - nonaccidental act	Residential MI/DD	Suspension	Employee left the agency, but substantiated	Written Counseling	Written Reprimand	
Oakland County	abuse class II - nonaccidental act	SIP	Employee left the agency, but substantiated				
Oakland County	abuse class II - nonaccidental act	Residential DD	Written Reprimand	Training			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Oakland County	abuse class II - nonaccidental act	SIP	Employment Termination				
Oakland County	abuse class II - nonaccidental act	Residential MI	Suspension				
Oakland County	abuse class II - nonaccidental act	Residential DD	Suspension	Employment Termination			
Oakland County	abuse class II - nonaccidental act	Residential DD	Employment Termination				
Saginaw County CMH Authority	abuse class II - nonaccidental act	Residential MI/DD	Employment Termination	Training			
Saginaw County CMH Authority	abuse class II - nonaccidental act	Residential MI/DD	Suspension	Employment Termination			
Kalamazoo CMH and SA Services	abuse class II - nonaccidental act	Residential DD	Employment Termination				
Kalamazoo CMH and SA Services	abuse class II - nonaccidental act	Mixed Residential (MI/DD)	Employment Termination				
Kalamazoo CMH and SA Services	abuse class II - nonaccidental act	Mixed Residential (MI/DD)	Suspension	Written Reprimand			
Livingston County CMH Services	abuse class II - unreasonable force	SIP	Employee left the agency, but substantiated				
Livingston County CMH Services	abuse class II - unreasonable force	SIP	Written Counsel	Written Reprimand			
Livingston County CMH Services	abuse class II - unreasonable force	Residential DD	Written Reprimand	Suspension	Staff Transfer	Training	
AuSable Valley CMH	abuse class II - unreasonable force	SIP	Employee left the agency, but substantiated				
AuSable Valley CMH	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Employee left the agency, but substantiated				
AuSable Valley CMH	abuse class II - unreasonable force	SIP	Written Reprimand				
AuSable Valley CMH	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Written Reprimand				
AuSable Valley CMH	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Written Reprimand	Employee left the agency, but substantiated			
Barry County CMHA	abuse class II - unreasonable force	Residential DD	Recipient Transfer to Another Provider/Site	Training	Written Reprimand		

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Bay-Arenac Behavioral Health	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Employment Termination				
Bay-Arenac Behavioral Health	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Training	Employment Termination			
CMH and SA Servces of St Joseph Co	abuse class II - unreasonable force	Residential DD	Employment Termination				
CMH Authority of Clinton-Eaton-Ingham Co	abuse class II - unreasonable force	Residential DD	Suspension	Training			
CMH Authority of Clinton-Eaton-Ingham Co	abuse class II - unreasonable force	Residential DD	Written Counseling	Training			
CMH Authority of Clinton-Eaton-Ingham Co	abuse class II - unreasonable force	Residential MI	Written Counseling				
CMH Authority of Clinton-Eaton-Ingham Co	abuse class II - unreasonable force	Residential DD	Written Counseling				
CMH Authority of Clinton-Eaton-Ingham Co	abuse class II - unreasonable force	Residential DD	Written Counseling	Training	Suspension		
CMH Authority of Clinton-Eaton-Ingham Co	abuse class II - unreasonable force	Residential DD	Suspension	Training			
CMHA of Ottawa County	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Employee left the agency, but substantiated				
CMH for Central Michigan	abuse class II - unreasonable force	Residential DD	Employment Termination				
CMH for Central Michigan	abuse class II - unreasonable force	Workshop (Prevocational)	Employee left the agency, but substantiated				
CMH for Central Michigan	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Written Reprimand	Suspension			
CMH for Central Michigan	abuse class II - unreasonable force	Residential DD	Contract Action				
CMH for Central Michigan	abuse class II - unreasonable force	SIP	Written Reprimand				
CMH for Central Michigan	abuse class II - unreasonable force	Residential DD	Written Reprimand	Verbal Counseling	Training		
CMH for Central Michigan	abuse class II - unreasonable force	Residential DD	Employment Termination	Written Reprimand			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
CMH for Central Michigan	abuse class II - unreasonable force	Residential DD	Employment Termination				
CMH for Central Michigan	abuse class II - unreasonable force	Residential DD	Written Counseling	Suspension			
CMH for Central Michigan	abuse class II - unreasonable force	Residential DD	Employment Termination				
Copper Country	abuse class II - unreasonable force	Other	Employment Termination				
Detroit Wayne MH Authority	abuse class II - unreasonable force	Day Program DD	Suspension				
Detroit Wayne MH Authority	abuse class II - unreasonable force	Residential DD	Written Reprimand				
Detroit Wayne MH Authority	abuse class II - unreasonable force	Residential DD	Employee left the agency, but substantiated				
Detroit Wayne MH Authority	abuse class II - unreasonable force	Residential DD	Employment Termination				
Detroit Wayne MH Authority	abuse class II - unreasonable force	Residential DD	Employment Termination				
Detroit Wayne MH Authority	abuse class II - unreasonable force	Residential DD	Written Counseling				
Detroit Wayne MH Authority	abuse class II - unreasonable force	Residential DD	Written Counseling	Training			
Detroit Wayne MH Authority	abuse class II - unreasonable force	Residential MI	Employment Termination				
Detroit Wayne MH Authority	abuse class II - unreasonable force	Residential MI	Written Reprimand	Other			
Gratiot County CMH Services	abuse class II - unreasonable force	Other	Employment Termination				
Gratiot County CMH Services	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Employment Termination				
Gratiot County CMH Services	abuse class II - unreasonable force	Residential DD	Employment Termination				
Gratiot County CMH Services	abuse class II - unreasonable force	Residential DD	Employment Termination				
HealthWest CMH Services	abuse class II - unreasonable force	Residential MI	Written Reprimand				
HealthWest CMH Services	abuse class II - unreasonable force	Residential MI	Employee left the agency, but substantiated				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
HealthWest CMH Services	abuse class II - unreasonable force	Workshop (Prevocational)	Suspension				
HealthWest CMH Services	abuse class II - unreasonable force	Residential DD	Employee left the agency, but substantiated				
HealthWest CMH Services	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Employment Termination				
Hiawatha Behavioral Health	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Employment Termination				
Montcalm Care Network	abuse class II - unreasonable force	Other	Employment Termination				
Montcalm Care Network	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Employee left the agency, but substantiated				
network180	abuse class II - unreasonable force	Residential DD	Employment Termination	Employment Termination			
network180	abuse class II - unreasonable force	Other x 2	Written Reprimand	Written Reprimand	Suspension	Training	
network180	abuse class II - unreasonable force	Residential DD	Suspension x 2	Employment Termination			
network180	abuse class II - unreasonable force	Residential DD	Suspension x 2	Employment Termination			
network180	abuse class II - unreasonable force	Outpatient	Written Reprimand	Training			
network180	abuse class II - unreasonable force	Residential DD	Written Reprimand				
network180	abuse class II - unreasonable force	Residential DD	Employment Termination				
Newaygo County CMH Services	abuse class II - unreasonable force	Residential DD	Written Reprimand	Training			
Newaygo County CMH Services	abuse class II - unreasonable force	Residential DD	Written Reprimand	Training			
Newaygo County CMH Services	abuse class II - unreasonable force	Other	Suspension	Training	Other		
North Country CMH	abuse class II - unreasonable force	Residential DD	Employment Termination				
North Country CMH	abuse class II - unreasonable force	Residential DD	Written Counseling	Suspension	Training		
North Country CMH	abuse class II - unreasonable force	Residential DD	Training	Contract Action			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
North Country CMH	abuse class II - unreasonable force	Residential DD	Employee left the agency, but substantiated				
Northern Lakes CMH	abuse class II - unreasonable force	SIP	Pending				
Northern Lakes CMH	abuse class II - unreasonable force	Residential MI	Written Reprimand	Training			
Northpointe Behavioral Healthcare Systems	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Written Reprimand	Other			
Sanilac County CMH Services	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Employment Termination				
Sanilac County CMH Services	abuse class II - unreasonable force	SIP	Employment Termination				
Sanilac County CMH Services	abuse class II - unreasonable force	Day Program DD	Suspension	Other			
Shiawasee County CMH Authority	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Employment Termination				
Shiawasee County CMH Authority	abuse class II - unreasonable force	Other	Written Reprimand				
Shiawasee County CMH Authority	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Written Reprimand				
St Clair County CMH Services	abuse class II - unreasonable force	Other	Written Reprimand	Training			
St Clair County CMH Services	abuse class II - unreasonable force	Residential DD	Written Reprimand	Training			
St Clair County CMH Services	abuse class II - unreasonable force	Other	Written Reprimand				
St Clair County CMH Services	abuse class II - unreasonable force	Residential DD	Suspension	Employment Termination			
St Clair County CMH Services	abuse class II - unreasonable force	Other	Employment Termination				
St Clair County CMH Services	abuse class II - unreasonable force	Residential DD	Written Reprimand	Suspension	Employment Termination		
St Clair County CMH Services	abuse class II - unreasonable force	Outpatient	Written Reprimand	Training			
The Rights Door for Hope Recovery and Wellness	abuse class II - unreasonable force	SIP	Written Reprimand	Training	Other		

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
The Rights Door for Hope Recovery and Wellness	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Employment Termination				
Tuscola Behavioral Health Systems	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Employment Termination				
West Michigan CMH	abuse class II - unreasonable force	Residential DD	Employee left the agency, but substantiated				
West Michigan CMH	abuse class II - unreasonable force	Other x 2	Training				
Genesee Health System	abuse class II - unreasonable force	Residential MI/DD	Written Reprimand				
Genesee Health System	abuse class II - unreasonable force	Residential MI/DD	Written Reprimand				
Genesee Health System	abuse class II - unreasonable force	Residential DD	Employment Termination				
Lifeways	abuse class II - unreasonable force	Residential DD	Employment Termination				
Lifeways	abuse class II - unreasonable force	Residential DD	Suspension				
Lifeways	abuse class II - unreasonable force	Other	Employee left the agency, but substantiated				
Lifeways	abuse class II - unreasonable force	Residential MI	Training				
Lifeways	abuse class II - unreasonable force	Residential DD	Employment Termination				
Lifeways	abuse class II - unreasonable force	Residential DD	Employment Termination				
Lifeways	abuse class II - unreasonable force	Residential MI	Suspension	Staff Transfer	Training	Verbal Counseling	
Lifeways	abuse class II - unreasonable force	Residential MI/DD	Written Counseling				
Lifeways	abuse class II - unreasonable force	Residential MI/DD	Written Counseling				
Lifeways	abuse class II - unreasonable force	Residential MI	Suspension				
Lifeways	abuse class II - unreasonable force	Residential MI	Written Reprimand	Staff Transfer			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Lifeways	abuse class II - unreasonable force	Residential DD	Employee left the agency, but substantiated				
Lifeways	abuse class II - unreasonable force	Residential MI/DD	Employment Termination				
Washtenaw	abuse class II - unreasonable force	SIP	Written Reprimand	Environmental Repair/Enhancement			
Macomb	abuse class II - unreasonable force	Residential MI/DD	Written Reprimand	Other			
Macomb	abuse class II - unreasonable force	Residential MI/DD	Employee left the agency, but substantiated	Other			
Macomb	abuse class II - unreasonable force	Residential MI/DD	Employee left the agency, but substantiated	Other			
Macomb	abuse class II - unreasonable force	SIP	Employment Termination	Other			
Macomb	abuse class II - unreasonable force	SIP	Employment Termination	Other			
Macomb	abuse class II - unreasonable force	Other	Written Reprimand	Other			
Macomb	abuse class II - unreasonable force	Residential MI	Employee left the agency, but substantiated	Other			
Macomb	abuse class II - unreasonable force	SIP	Employment Termination	Other			
Macomb	abuse class II - unreasonable force	SIP	Written Reprimand				
Macomb	abuse class II - unreasonable force	Other	Written Reprimand	Other			
Macomb	abuse class II - unreasonable force	Other	Written Reprimand	Other			
Macomb	abuse class II - unreasonable force	Other	Employment Termination	Other			
Macomb	abuse class II - unreasonable force	Residential DD	Written Reprimand	Staff Transfer	Other		
Macomb	abuse class II - unreasonable force	Other	Employee left the agency, but substantiated	Other			
Macomb	abuse class II - unreasonable force		Employee left the agency,	Other			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
			but substantiated				
Monroe CMH Authority	abuse class II - unreasonable force	SIP	Verbal Counsel	Written Reprimand	Other		
Monroe CMH Authority	abuse class II - unreasonable force	SIP	Employee left the agency, but substantiated	Written Reprimand	Suspension	Other	
Monroe CMH Authority	abuse class II - unreasonable force	Workshop (prevocational)	Written Reprimand	Suspension	Training		
Monroe CMH Authority	abuse class II - unreasonable force	SIP	Written Reprimand	Training			
Monroe CMH Authority	abuse class II - unreasonable force	SIP	Suspension	Training			
Monroe CMH Authority	abuse class II - unreasonable force	SIP	Written Reprimand	Staff Transfer	Training	Other	
Monroe CMH Authority	abuse class II - unreasonable force	SIP	Written Reprimand	Staff Transfer	Training	Other	
Monroe CMH Authority	abuse class II - unreasonable force	Residential DD	Written Counsel	Suspension	Training		
Oakland County	abuse class II - unreasonable force	Day Program DD	Employment Termination				
Oakland County	abuse class II - unreasonable force	Residential DD	Employment Termination	Suspension	Other		
Oakland County	abuse class II - unreasonable force	Residential MI/DD	Written Reprimand	Training			
Oakland County	abuse class II - unreasonable force	Residential DD	Written Reprimand	Staff Transfer	Training		
Oakland County	abuse class II - unreasonable force	SIP	Suspension	Employment Termination			
Oakland County	abuse class II - unreasonable force	Residential DD	Suspension	Employment Termination			
Oakland County	abuse class II - unreasonable force	SIP	Suspension	Employment Termination			
Oakland County	abuse class II - unreasonable force		Written Reprimand	Training			
Oakland County	abuse class II - unreasonable force	Residential DD	Employee left the agency, but substantiated				
Oakland County	abuse class II - unreasonable force	Residential DD	Suspension	Employment Termination			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Oakland County	abuse class II - unreasonable force	Residential DD	Written Reprimand	Training			
Oakland County	abuse class II - unreasonable force	Residential DD	Employment Termination				
Oakland County	abuse class II - unreasonable force	Other	Employment Termination				
Oakland County	abuse class II - unreasonable force	Workshop (prevocational)	Employment Termination				
Oakland County	abuse class II - unreasonable force	Workshop (prevocational)	Suspension	Written Reprimand	Training	Other	
Pathways	abuse class II - unreasonable force	Residential DD	Suspension	Training			
Pathways	abuse class II - unreasonable force	Residential DD	Employment Termination				
Saginaw County CMH Authority	abuse class II - unreasonable force	Day Program MI	Suspension	Written Reprimand			
Saginaw County CMH Authority	abuse class II - unreasonable force	Day Program MI	Suspension				
Saginaw County CMH Authority	abuse class II - unreasonable force	Residential MI	Employment Termination				
Saginaw County CMH Authority	abuse class II - unreasonable force	Residential MI	Suspension	Staff Transfer			
Saginaw County CMH Authority	abuse class II - unreasonable force	Residential MI/DD	Suspension	Employment Termination			
Saginaw County CMH Authority	abuse class II - unreasonable force	Day Program DD	Verbal Counseling				
Saginaw County CMH Authority	abuse class II - unreasonable force	Residential MI/DD	Employment Termination				
Saginaw County CMH Authority	abuse class II - unreasonable force	Residential MI/DD	Employment Termination				
Saginaw County CMH Authority	abuse class II - unreasonable force	Other	Employee left the agency, but substantiated	Policy Revision/Development			
Kalamazoo CMH and SA Services	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Employment Termination				
Kalamazoo CMH and SA Services	abuse class II - unreasonable force	Residential DD	Training	Written Reprimand			
Kalamazoo CMH and SA Services	abuse class II - unreasonable force	Mixed Residential (MI/DD)	Employment Termination	Written Reprimand			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Kalamazoo CMH and SA Services	abuse class II - unreasonable force	Outpatient	Verbal Counseling	Written Reprimand			
AuSable Valley CMH	abuse class III	Mixed Residential (MI/DD)	Suspension				
AuSable Valley CMH	abuse class III	SIP	Employee left the agency, but substantiated				
AuSable Valley CMH	abuse class III	Mixed Residential (MI/DD)	Suspension	Employment Termination			
Barry County CMHA	abuse class III	Residential DD	Written Reprimand	Staff Transfer			
Bay-Arenac Behavioral Health	abuse class III	Mixed Residential (MI/DD)	Training	Employment Termination			
CMH and SA Servces of St Joseph Co	abuse class III	Mixed Residential (MI/DD)	Staff Transfer	Written Reprimand			
CMH and SA Servces of St Joseph Co	abuse class III	Mixed Residential (MI/DD)	Employment Termination				
CMH Authority of Clinton-Eaton-Ingham Co	abuse class III	Residential DD	Suspension	Training	Policy Revision/Development		
CMH Authority of Clinton-Eaton-Ingham Co	abuse class III	Residential DD	Written Reprimand	Suspension			
CMHA of Ottawa County	abuse class III	Mixed Residential (MI/DD)	Employee left the agency, but substantiated				
CMH for Central Michigan	abuse class III	Residential DD	Employment Termination				
CMH for Central Michigan	abuse class III	Mixed Residential (MI/DD)	Written Reprimand	Staff Transfer	Training		
CMH for Central Michigan	abuse class III	Mixed Residential (MI/DD)	Written Reprimand	Staff Transfer	Training		
CMH for Central Michigan	abuse class III	Mixed Residential (MI/DD)	Written Reprimand	Staff Transfer	Training		
CMH for Central Michigan	abuse class III	Mixed Residential (MI/DD)	Written Reprimand	Staff Transfer	Training		
CMH for Central Michigan	abuse class III	Mixed Residential (MI/DD)	Written Reprimand	Staff Transfer	Training		
CMH for Central Michigan	abuse class III	SIP	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
CMH for Central Michigan	abuse class III	Workshop (Prevocational)	Written Reprimand				
CMH for Central Michigan	abuse class III	Workshop (Prevocational)	Written Reprimand				
CMH for Central Michigan	abuse class III	Residential DD	Written Counseling	Suspension			
CMH for Central Michigan	abuse class III	Residential MI	Employment Termination				
Detroit Wayne MH Authority	abuse class III	Other	Employee left the agency, but substantiated				
Detroit Wayne MH Authority	abuse class III	Other	Employment Termination				
Detroit Wayne MH Authority	abuse class III	Other	Employment Termination				
Detroit Wayne MH Authority	abuse class III	Other	Staff Transfer				
Detroit Wayne MH Authority	abuse class III	Outpatient	Employment Termination				
Detroit Wayne MH Authority	abuse class III	Outpatient	Written Counseling	Training	Training		
Detroit Wayne MH Authority	abuse class III	Outpatient	Employment Termination				
Detroit Wayne MH Authority	abuse class III	Residential DD	Employment Termination				
Detroit Wayne MH Authority	abuse class III	Residential DD	Employment Termination				
Detroit Wayne MH Authority	abuse class III	Residential DD	Employment Termination				
Detroit Wayne MH Authority	abuse class III	Residential DD	Pending				
Detroit Wayne MH Authority	abuse class III	Residential DD	Staff Transfer				
Detroit Wayne MH Authority	abuse class III	Residential DD	Suspension				
Detroit Wayne MH Authority	abuse class III	Residential DD	Suspension				
Detroit Wayne MH Authority	abuse class III	Residential DD	Suspension				
Detroit Wayne MH Authority	abuse class III	Residential DD	Written Reprimand	Suspension	Training		

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Detroit Wayne MH Authority	abuse class III	Residential MI	Employment Termination				
Detroit Wayne MH Authority	abuse class III	Residential MI	Suspension				
Detroit Wayne MH Authority	abuse class III	SIP	Employment Termination				
Detroit Wayne MH Authority	abuse class III	Workshop (Prevocational)	Written Reprimand	Training			
Genesee Health System	abuse class III	Residential MI/DD	Employment Termination	Training			
Genesee Health System	abuse class III	Residential MI/DD	Employment Termination	Training			
Genesee Health System	abuse class III	Outpatient	Employee left the agency, but substantiated				
Genesee Health System	abuse class III	Residential DD	Suspension	Training	Other		
Gogebic County CMH Services	abuse class III	Residential DD	Employee left the agency, but substantiated				
Gratiot County CMH Services	abuse class III	Residential DD	Employment Termination				
HealthWest CMH Services	abuse class III	Residential DD	Written Reprimand				
HealthWest CMH Services	abuse class III	Residential DD	Suspension				
HealthWest CMH Services	abuse class III	Residential MI	Employee left the agency, but substantiated				
HealthWest CMH Services	abuse class III	Residential MI	Employee left the agency, but substantiated				
HealthWest CMH Services	abuse class III	Residential DD	Employee left the agency, but substantiated				
Hiawatha Behavioral Health	abuse class III						
Hiawatha Behavioral Health	abuse class III						
Lapeer County CMH Services	abuse class III	Residential MI	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Lapeer County CMH Services	abuse class III	Residential MI	Employment Termination				
Lapeer County CMH Services	abuse class III	Residential DD	Employment Termination				
Lenawee County CMH Authority	abuse class III	Residential DD	Written Reprimand				
Lenawee County CMH Authority	abuse class III	Residential MI/DD	Employee left the agency, but substantiated				
Lifeways	abuse class III	Residential MI/DD	Written Reprimand				
Lifeways	abuse class III	Residential MI	Employment Termination				
Lifeways	abuse class III	SIP	Written Counseling				
Lifeways	abuse class III	SIP	Employment Termination	Other			
Lifeways	abuse class III	SIP	Employment Termination				
Lifeways	abuse class III	Residential MI/DD	Written Reprimand	Suspension	Training		
Lifeways	abuse class III	Residential DD	Employee left the agency, but substantiated				
Livingston County CMH Services	abuse class III	SIP	Employee left the agency, but substantiated				
Livingston County CMH Services	abuse class III	Residential DD					
Livingston County CMH Services	abuse class III	SIP	Employee left the agency, but substantiated				
Northpointe Behavioral Healthcare Systems	abuse class III	Mixed Residential (MI/DD)	Written Reprimand	Other	Other		
Washtenaw	abuse class III	SIP	Employee Termination				
Washtenaw	abuse class III	SIP	Written Reprimand	Staff Transfer			
Washtenaw	abuse class III	Residential MI	Other				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Washtenaw	abuse class III	Residential MI	Written Reprimand	Training			
Washtenaw	abuse class III	Residential MI	Written Reprimand				
Washtenaw	abuse class III	Residential MI	Written Reprimand				
Washtenaw	abuse class III	Residential MI/DD	Written Reprimand	Suspension	Training		
Macomb	abuse class III	Residential MI	Employee left the agency, but substantiated	Other			
Macomb	abuse class III	SIP	Written Reprimand	Other			
Macomb	abuse class III	Residential MI/DD	Employee left the agency, but substantiated	Other			
Macomb	abuse class III	Residential DD	Written Reprimand	Other			
Macomb	abuse class III	Workshop (prevocational)	Employment Termination	Other			
Macomb	abuse class III	Residential MI/DD	Written Reprimand	Suspension	Other		
Macomb	abuse class III	Residential MI/DD	Written Reprimand	Suspension	Other		
Macomb	abuse class III	Residential MI/DD	Written Reprimand	Suspension	Other		
Macomb	abuse class III	Residential MI/DD	Written Reprimand	Suspension	Other		
Macomb	abuse class III	Residential MI	Suspension	Other			
Macomb	abuse class III	Other	Employment Termination	Other			
Macomb	abuse class III	Residential MI	Written Reprimand	Other			
Macomb	abuse class III	Residential DD	Staff Transfer	Written Reprimand	Other		
Macomb	abuse class III	Residential MI/DD	Written Reprimand	Other			
Macomb	abuse class III	Residential DD	Written Reprimand	Other			
Macomb	abuse class III	Other	Contract Action				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Macomb	abuse class III	SIP	Employee left the agency, but substantiated	Other			
Macomb	abuse class III	Residential MI/DD	Written Reprimand	Staff Transfer	Other		
Macomb	abuse class III	Residential MI/DD	Written Reprimand	Staff Transfer	Other		
Macomb	abuse class III	Residential MI/DD	Written Reprimand	Staff Transfer	Other		
Macomb	abuse class III	Day Program DD	Employee left the agency, but substantiated	Other			
Macomb	abuse class III	Other	Written Reprimand	Other			
Macomb	abuse class III	Residential MI	Suspension	Other			
Macomb	abuse class III	Other	Suspension	Other			
Macomb	abuse class III	Residential DD	Employee left the agency, but substantiated	Other			
Monroe CMH Authority	abuse class III	Residential MI	Employee Termination				
Monroe CMH Authority	abuse class III	SIP	Written Reprimand	Training			
Monroe CMH Authority	abuse class III	Residential MI	Employee left the agency, but substantiated	Suspension			
Monroe CMH Authority	abuse class III	Residential MI	Suspension	Employee Termination	Contract Action	Recipient Transfer to another Provider/Site	
Monroe CMH Authority	abuse class III	Residential MI	Suspension	Employee Termination	Contract Action	Recipient Transfer to another Provider/Site	
Montcalm Care Network	abuse class III	Mixed Residential (MI/DD)	Employee left the agency, but substantiated				
Montcalm Care Network	abuse class III	Mixed Residential (MI/DD)	Suspension	Written Reprimand	Other		
Montcalm Care Network	abuse class III	Mixed Residential (MI/DD)	Employee left the agency,				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
			but substantiated				
Newaygo County CMH Services	abuse class III	Residential DD	Employment Termination				
Newaygo County CMH Services	abuse class III	Other	Suspension	Training	Other		
North Country CMH	abuse class III	SIP	Written Counseling	Staff Transfer			
North Country CMH	abuse class III	Residential DD	Written Reprimand				
North Country CMH	abuse class III	Residential DD	Written Reprimand	Suspension	Employment Termination		
North Country CMH	abuse class III	Workshop (Prevocational)	Verbal Counseling	Demotion	Training		
North Country CMH	abuse class III	Residential DD	Employment Termination				
North Country CMH	abuse class III	Residential DD	Written Reprimand	Training			
North Country CMH	abuse class III	Mixed Residential (MI/DD)	Employment Termination				
North Country CMH	abuse class III	SIP	Employment Termination				
Northeast Michigan CMH Authority	abuse class III	SIP	Employment Termination				
Northern Lakes CMH	abuse class III	Case Management	Employment Termination				
Northern Lakes CMH	abuse class III	Case Management	Suspension				
Northern Lakes CMH	abuse class III	SIP	Employee left the agency, but substantiated				
Northern Lakes CMH	abuse class III	SIP	Suspension	Training			
Northern Lakes CMH	abuse class III	Other	Verbal Counseling	Written Reprimand	Written Counseling	Suspension	Training
Northern Lakes CMH	abuse class III	Other	Verbal Counseling	Written Reprimand	Training		
Northern Lakes CMH	abuse class III	Other	Verbal Counseling	Written Reprimand	Training		
Northern Lakes CMH	abuse class III	Other	Verbal Counseling	Written Reprimand	Training		

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Northern Lakes CMH	abuse class III	Outpatient	Suspension				
Northern Lakes CMH	abuse class III	Outpatient	Written Reprimand				
Northern Lakes CMH	abuse class III	Residential DD	Employee left the agency, but substantiated				
Northern Lakes CMH	abuse class III	Residential DD	Employee left the agency, but substantiated				
Northern Lakes CMH	abuse class III	Residential DD	Employee left the agency, but substantiated				
Northern Lakes CMH	abuse class III	Residential DD	Employment Termination				
Northern Lakes CMH	abuse class III	Residential DD	Employment Termination				
Northern Lakes CMH	abuse class III	Residential MI	Employment Termination				
Northpointe Behavioral Healthcare Systems	abuse class III	Mixed Residential (MI/DD)	Written Reprimand	Verbal Counseling	Training		
Northpointe Behavioral Healthcare Systems	abuse class III	Other	Suspension				
Oakland County	abuse class III	SIP	Employee left the agency, but substantiated				
Oakland County	abuse class III	Residential DD	Employment Termination				
Oakland County	abuse class III	Residential DD	Employee left the agency, but substantiated	Other			
Oakland County	abuse class III	Residential DD	Employee left the agency, but substantiated	Training			
Oakland County	abuse class III	Residential MI	Employment Termination				
Oakland County	abuse class III	Residential DD	Written Reprimand				
Oakland County	abuse class III	SIP	Written Reprimand	Staff Transfer	Training	Employment Termination	

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Oakland County	abuse class III	Residential MI/DD	Written Reprimand				
Oakland County	abuse class III	Residential DD	Demotion	Staff Transfer			
Oakland County	abuse class III	Workshop (prevocational)	Employee left the agency, but substantiated				
Oakland County	abuse class III	Residential DD	Employment Termination				
Oakland County	abuse class III	Residential DD	Suspension	Employment Termination	Written Reprimand	Employee left the agency, but substantiated	
Oakland County	abuse class III	SIP	Suspension				
Oakland County	abuse class III	Residential DD	Employment Termination				
Oakland County	abuse class III	Residential MI	Employee left the agency, but substantiated				
Oakland County	abuse class III	Residential MI/DD	Written Reprimand	Suspension	Training		
Oakland County	abuse class III	Residential MI	Staff Transfer	Employee left the agency, but substantiated	Training		
Oakland County	abuse class III	SIP	Written Reprimand	Verbal Counseling	Employee left the agency, but substantiated		
Oakland County	abuse class III	Outpatient	Verbal Counseling	Suspension			
Oakland County	abuse class III	SIP	Employee left the agency, but substantiated				
Oakland County	abuse class III	Other	Written Reprimand	Training	Suspension		
Oakland County	abuse class III	Residential MI/DD	Employment Termination				
Oakland County	abuse class III	Residential DD	Employee left the agency, but substantiated				
Oakland County	abuse class III	SIP	Training	Demotion	Suspension		
Oakland County	abuse class III	SIP	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Oakland County	abuse class III	Case Management	Written Reprimand	Other	Training		
Oakland County	abuse class III	Residential DD	Written Reprimand				
Oakland County	abuse class III	Residential DD	Employment Termination				
Oakland County	abuse class III	Other	Suspension				
Oakland County	abuse class III	Residential DD	Other				
Oakland County	abuse class III	SIP	Employee left the agency, but substantiated				
Oakland County	abuse class III	Residential DD	Written Reprimand	Demotion	Training		
Oakland County	abuse class III	Residential MI	Employment Termination	Training			
Oakland County	abuse class III	SIP	Written Reprimand	Staff Transfer	Training		
Pathways	abuse class III	Residential DD	Suspension	Training			
Pathways	abuse class III	Residential DD	Suspension	Training			
Pathways	abuse class III	Residential DD	Employment Termination				
Pathways	abuse class III	Residential MI	Suspension	Written Reprimand	Training	Other	
Pathways	abuse class III	Residential DD	Written Reprimand	Verbal Counseling			
Pathways	abuse class III	Residential MI	Suspension	Written Reprimand	Staff Transfer		
Sanilac County CMH Services	abuse class III	Residential DD	Employment Termination				
Shiawasee County CMH Authority	abuse class III	SIP	Suspension	Training			
Shiawasee County CMH Authority	abuse class III	SIP	Suspension	Training			
Shiawasee County CMH Authority	abuse class III	Other	Employment Termination				
Shiawasee County CMH Authority	abuse class III	SIP	Written Reprimand				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Shiawasee County CMH Authority	abuse class III	Mixed Residential (MI/DD)	Written Reprimand				
St Clair County CMH Services	abuse class III	Residential DD	Verbal Counseling	Written Reprimand	Training		
St Clair County CMH Services	abuse class III	Other	Suspension	Training			
St Clair County CMH Services	abuse class III	Residential DD	Employment Termination				
St Clair County CMH Services	abuse class III	Day Program DD	Written Reprimand	Training	Other		
St Clair County CMH Services	abuse class III	Mixed Residential (MI/DD)	Employee left the agency, but substantiated				
Summit Pointe Behavioral Health	abuse class III	SIP	Suspension				
Summit Pointe Behavioral Health	abuse class III	SIP	Suspension				
Summit Pointe Behavioral Health	abuse class III	SIP	Written Reprimand				
Summit Pointe Behavioral Health	abuse class III	Mixed Residential (MI/DD)	Employee left the agency, but substantiated				
Summit Pointe Behavioral Health	abuse class III	Mixed Residential (MI/DD)	Written Reprimand	Training			
Summit Pointe Behavioral Health	abuse class III	SIP	Employment Termination	Training	Contract Action		
Summit Pointe Behavioral Health	abuse class III	SIP	Employment Termination	Training	Contract Action		
Summit Pointe Behavioral Health	abuse class III	SIP	Employee left the agency, but substantiated				
Summit Pointe Behavioral Health	abuse class III	Mixed Residential (MI/DD)	Employment Termination				
Summit Pointe Behavioral Health	abuse class III	Mixed Residential (MI/DD)	Contract Action				
Woodlands Behavioral Healthcare Network	abuse class III	Residential DD	Employee left the agency, but substantiated	Training			
Woodlands Behavioral Healthcare Network	abuse class III	Mixed Residential (MI/DD)	Suspension	Written Reprimand	Employment Termination		

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Kalamazoo CMH and SA Services	abuse class III	Mixed Residential (MI/DD)	Employment Termination	Written Reprimand			
Kalamazoo CMH and SA Services	abuse class III	Residential DD	Training	Written Reprimand			
Kalamazoo CMH and SA Services	abuse class III	Mixed Residential (MI/DD)	Employment Termination				
Kalamazoo CMH and SA Services	abuse class III	Mixed Residential (MI/DD)	Demotion	Written Reprimand	Training		
Kalamazoo CMH and SA Services	abuse class III	Mixed Residential (MI/DD)	Written Reprimand				
Kalamazoo CMH and SA Services	abuse class III	Residential DD	Written Reprimand				
Kalamazoo CMH and SA Services	abuse class III	Mixed Residential (MI/DD)	Employment Termination	Training			
Kalamazoo CMH and SA Services	abuse class III	Other	Training	Written Counseling			
Kalamazoo CMH and SA Services	abuse class III	Mixed Residential (MI/DD)	Written Reprimand				
Kalamazoo CMH and SA Services	abuse class III	Residential DD	Employment Termination	Written Reprimand			
Kalamazoo CMH and SA Services	abuse class III	Mixed Residential (MI/DD)	Employment Termination	Training			
Kalamazoo CMH and SA Services	abuse class III	Residential MI	Employment Termination				
Kalamazoo CMH and SA Services	abuse class III	Residential MI	Employment Termination				
Kalamazoo CMH and SA Services	abuse class III	SIP	Training				
Saginaw County CMH Authority	abuse class III	Residential MI/DD	Employment Termination				
Saginaw County CMH Authority	abuse class III	Day Program MI	Employment Termination				
Saginaw County CMH Authority	abuse class III	Residential MI	Employee left the agency, but substantiated	Training			
Saginaw County CMH Authority	abuse class III	Residential MI	Suspension	Written Reprimand	Staff Transfer		
Saginaw County CMH Authority	abuse class III	Residential MI/DD	Suspension	Staff Transfer			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Livingston County CMH Services	neglect class I	SIP	Employee left the agency, but substantiated	Training			
AuSable Valley CMH	neglect class I	Other	Written Reprimand				
AuSable Valley CMH	neglect class I	Mixed Residential (MI/DD)	Written Reprimand				
Bay-Arenac Behavioral Health	neglect class I	SIP	Training	Employment Termination			
Bay-Arenac Behavioral Health	neglect class I	Mixed Residential (MI/DD)	Written Reprimand	Staff Transfer	Training	Employment Termination	
CMH for Central Michigan	neglect class I	Residential DD	Contract Action				
Detroit Wayne MH Authority	neglect class I	Residential DD	Employment Termination				
Detroit Wayne MH Authority	neglect class I	Residential DD	Employment Termination				
Gogebic County CMH Services	neglect class I	Residential DD	Suspension				
Lifeways	neglect class I	Residential MI/DD	Employee left the agency, but substantiated				
Lifeways	neglect class I	Residential MI/DD	Employee left the agency, but substantiated				
Macomb	neglect class I	SIP	Written Reprimand	Other	Other		
Macomb	neglect class I	Residential MI/DD	Employment Termination	Other			
Macomb	neglect class I	Residential DD	Employment Termination	Other			
Macomb	neglect class I	Outpatient	Written Reprimand	Written Reprimand	Other		
network180	neglect class I	Residential DD	Suspension	Suspension	Staff Termination		
North Country CMH	neglect class I	Residential DD	Written Reprimand	Demotion	Training		
Northern Lakes CMH	neglect class I	Other	Employee left the agency, but substantiated				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Oakland County	neglect class I	Other	Written Reprimand	Other			
Oakland County	neglect class I	Residential DD	Written Reprimand	Policy Revision/Development	Training		
Oakland County	neglect class I	Residential DD	Demotion	Staff Transfer	Written Reprimand	Training	
Saginaw County CMH Authority	neglect class I	Case Management	Policy Revision/Development	Contract Action			
Saginaw County CMH Authority	neglect class I	Residential MI/DD	Training	Plan of Service Revision			
Saginaw County CMH Authority	neglect class I	Residential MI	Employment Termination				
Saginaw County CMH Authority	neglect class I	Residential MI	Written Reprimand	Policy Revision/Development	Policy Revision/Development	Training	
Saginaw County CMH Authority	neglect class I	Residential MI	Written Reprimand				
Saginaw County CMH Authority	neglect class I	Residential MI	Written Reprimand				
Saginaw County CMH Authority	neglect class I	Residential MI/DD	Suspension	Employment Termination	Training	Training	
Sanilac County CMH Services	neglect class I	Mixed Residential (MI/DD)	Contract Action	Training	Other		
Shiawasee County CMH Authority	neglect class I	Case Management	Employee left the agency, but substantiated				
Summit Pointe Behavioral Health	neglect class I	Case Management	Other				
Detroit Wayne MH Authority	neglect class I - failure to report	Residential DD	Employment Termination	Suspension			
Oakland County	neglect class I - failure to report	Other	Demotion	Employee left the agency, but substantiated			
Bay-Arenac Behavioral Health	neglect class I - failure to report	Mixed Residential (MI/DD)	Training				
Bay-Arenac Behavioral Health	neglect class I - failure to report	Supported Employment	Written Reprimand	Training	Employee left the agency, but substantiated		
Berrien/Riverwood Center	neglect class I - failure to report	SIP	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
CMH Authority of Clinton-Eaton-Ingham Co	neglect class I - failure to report	Residential DD	Written Reprimand	Training			
CMHA of Ottawa County	neglect class I - failure to report	Day Program DD	Written Reprimand	Training			
CMH for Central Michigan	neglect class I - failure to report	Mixed Residential (MI/DD)	Suspension	Staff Transfer	Training		
CMH for Central Michigan	neglect class I - failure to report	Mixed Residential (MI/DD)	Suspension	Employment Termination			
CMH for Central Michigan	neglect class I - failure to report	SIP	Employment Termination				
Detroit Wayne MH Authority	neglect class I - failure to report	Other	Suspension	Written Reprimand	Training		
Detroit Wayne MH Authority	neglect class I - failure to report	Residential DD	Employee left the agency, but substantiated				
Detroit Wayne MH Authority	neglect class I - failure to report	Residential DD	Employee left the agency, but substantiated	Employment Termination			
Detroit Wayne MH Authority	neglect class I - failure to report	Residential DD	Employment Termination				
Detroit Wayne MH Authority	neglect class I - failure to report	Residential DD	Suspension				
Detroit Wayne MH Authority	neglect class I - failure to report	Residential DD	Suspension				
Detroit Wayne MH Authority	neglect class I - failure to report	Residential DD	Suspension	Employee left the agency, but substantiated			
Detroit Wayne MH Authority	neglect class I - failure to report	Residential DD	Suspension	Training			
Detroit Wayne MH Authority	neglect class I - failure to report	Residential DD	Written Counseling	Training			
Detroit Wayne MH Authority	neglect class I - failure to report	Residential MI	Employment Termination				
Detroit Wayne MH Authority	neglect class I - failure to report	Residential MI	Suspension	Policy Revision/Development			
Genesee Health System	neglect class I - failure to report	Residential DD	Written Reprimand	Training			
Genesee Health System	neglect class I - failure to report	Residential DD	Suspension	Written Reprimand	Training	Other	

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Genesee Health System	neglect class I - failure to report	Residential DD	Written Reprimand	Training			
Genesee Health System	neglect class I - failure to report	Residential DD	Written Reprimand	Training			
Genesee Health System	neglect class I - failure to report	Residential DD	Written Reprimand	Training			
Genesee Health System	neglect class I - failure to report	Residential DD	Suspension	Other			
Genesee Health System	neglect class I - failure to report	SIP	Employment Termination				
Genesee Health System	neglect class I - failure to report	Residential DD	Written Reprimand	Suspension			
Lapeer County CMH Services	neglect class I - failure to report	Residential MI	Written Reprimand	Training			
Lifeways	neglect class I - failure to report	Residential MI/DD	Written Reprimand				
Washtenaw	neglect class I - failure to report	SIP	Written Reprimand	Training			
Washtenaw	neglect class I - failure to report	SIP	*PENDING*				
Washtenaw	neglect class I - failure to report	SIP	Employee Termination				
Washtenaw	neglect class I - failure to report	Residential DD	Training	Contract Action	Policy Revision/Development		
Washtenaw	neglect class I - failure to report	SIP	Employee left the agency, but substantiated	Training			
Washtenaw	neglect class I - failure to report	SIP	Written Reprimand	Training			
Macomb	neglect class I - failure to report	SIP	Employee left the agency, but substantiated	Other			
Macomb	neglect class I - failure to report	Other	Demotion	Staff Transfer	Other		
Macomb	neglect class I - failure to report	Other	Suspension	Other			
Macomb	neglect class I - failure to report	Other	Written Reprimand	Other			
Macomb	neglect class I - failure to report	Other	Written Reprimand	Other			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Macomb	neglect class I - failure to report	Day Program DD	Written Reprimand	Other			
Macomb	neglect class I - failure to report	Residential MI/DD	Written Reprimand	Other			
Macomb	neglect class I - failure to report	SIP	Employment Termination	Other			
Macomb	neglect class I - failure to report	Residential DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class I - failure to report	Workshop (prevocational)	Employee left the agency, but substantiated	Other			
Macomb	neglect class I - failure to report	Other	Written Reprimand	Other			
Macomb	neglect class I - failure to report	Workshop (prevocational)	Written Reprimand	Other			
Macomb	neglect class I - failure to report	SIP	Employee left the agency, but substantiated	Other			
Montcalm Care Network	neglect class I - failure to report	Mixed Residential (MI/DD)	Written Reprimand	Suspension			
network180	neglect class I - failure to report	Residential DD	Employment Termination				
North Country CMH	neglect class I - failure to report	SIP	Suspension	Employee left the agency, but substantiated			
Northern Lakes CMH	neglect class I - failure to report	Outpatient	Suspension				
Northern Lakes CMH	neglect class I - failure to report	Residential DD	Contract Action	Policy Revision/Development			
Northern Lakes CMH	neglect class I - failure to report	Residential DD	Employee left the agency, but substantiated				
Northern Lakes CMH	neglect class I - failure to report	Residential DD	Employee left the agency, but substantiated				
Northern Lakes CMH	neglect class I - failure to report	Residential DD	Policy Revision/Development				
Northern Lakes CMH	neglect class I - failure to report	Residential DD	Written Reprimand	Suspension			
Northpointe Behavioral	neglect class I - failure to report	Mixed Residential (MI/DD)	Written Reprimand	Other			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Healthcare Systems							
Oakland County	neglect class I - failure to report	Residential DD	Suspension				
Oakland County	neglect class I - failure to report	Residential DD	Demotion	Training	Written Reprimand		
Oakland County	neglect class I - failure to report	Workshop (prevocational)	Employee left the agency, but substantiated	Employment Termination			
Oakland County	neglect class I - failure to report	Residential DD	Written Reprimand	Other			
Oakland County	neglect class I - failure to report	Residential DD	Written Reprimand	Training			
Oakland County	neglect class I - failure to report	Residential MI	Employment Termination				
Oakland County	neglect class I - failure to report	Residential DD	Written Reprimand	Policy Revision/Development	Training		
Oakland County	neglect class I - failure to report	SIP	Written Reprimand	Training	Staff Transfer	Suspension	
Oakland County	neglect class I - failure to report	Day Program DD	Policy Revision/Development	Policy Revision/Development	Written Reprimand		
Oakland County	neglect class I - failure to report	Day Program DD	Other	Verbal Counseling	Written Reprimand	Training	
Oakland County	neglect class I - failure to report	Residential DD	Written Reprimand				
Oakland County	neglect class I - failure to report	Residential DD	Training	Written Reprimand			
Pathways	neglect class I - failure to report	SIP	Training	Written Reprimand			
Saginaw County CMH Authority	neglect class I - failure to report	Residential MI/DD	Employee left the agency, but substantiated	Training			
Saginaw County CMH Authority	neglect class I - failure to report	Other	Verbal Counseling				
Saginaw County CMH Authority	neglect class I - failure to report	Residential MI	Written Reprimand				
Saginaw County CMH Authority	neglect class I - failure to report	Residential MI/DD	Employment Termination	Training			
Saginaw County CMH Authority	neglect class I - failure to report	Residential MI/DD	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Saginaw County CMH Authority	neglect class I - failure to report	Residential MI/DD	Suspension				
Saginaw County CMH Authority	neglect class I - failure to report	Residential MI	Employment Termination				
Saginaw County CMH Authority	neglect class I - failure to report	Residential MI	Written Reprimand				
Saginaw County CMH Authority	neglect class I - failure to report	Residential MI	Written Reprimand				
Saginaw County CMH Authority	neglect class I - failure to report	Residential MI	Written Reprimand				
Saginaw County CMH Authority	neglect class I - failure to report	SIP	Employee left the agency, but substantiated				
Saginaw County CMH Authority	neglect class I - failure to report	SIP	Employment Termination				
Saginaw County CMH Authority	neglect class I - failure to report	Outpatient	Employment Termination				
Saginaw County CMH Authority	neglect class I - failure to report	Residential MI/DD	Training	Other			
Saginaw County CMH Authority	neglect class I - failure to report	Residential MI/DD	Suspension	Employment Termination			
Sanilac County CMH Services	neglect class I - failure to report	Residential MI	Written Reprimand	Training			
Sanilac County CMH Services	neglect class I - failure to report	Mixed Residential (MI/DD)	Training	Verbal Counseling			
Shiawasee County CMH Authority	neglect class I - failure to report	Mixed Residential (MI/DD)	Employment Termination				
St Clair County CMH Services	neglect class I - failure to report	Other	Suspension	Training			
Summit Pointe Behavioral Health	neglect class I - failure to report	SIP	Written Reprimand	Training	Employee left the agency, but substantiated		
Summit Pointe Behavioral Health	neglect class I - failure to report	Other	Employment Termination				
Summit Pointe Behavioral Health	neglect class I - failure to report	Other	Employment Termination				
Summit Pointe Behavioral Health	neglect class I - failure to report	Outpatient	Employment Termination				
Summit Pointe Behavioral Health	neglect class I - failure to report	Outpatient	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Summit Pointe Behavioral Health	neglect class I - failure to report	Outpatient	Employment Termination				
Summit Pointe Behavioral Health	neglect class I - failure to report	Outpatient	Employment Termination				
Summit Pointe Behavioral Health	neglect class I - failure to report	Outpatient	Employment Termination				
Summit Pointe Behavioral Health	neglect class I - failure to report	Outpatient	Employment Termination				
Summit Pointe Behavioral Health	neglect class I - failure to report	Outpatient	Employment Termination				
Summit Pointe Behavioral Health	neglect class I - failure to report	Outpatient	Employment Termination				
Summit Pointe Behavioral Health	neglect class I - failure to report	Outpatient	Employment Termination				
Summit Pointe Behavioral Health	neglect class I - failure to report	Outpatient	Employment Termination				
Summit Pointe Behavioral Health	neglect class I - failure to report	Outpatient	Employment Termination				
Summit Pointe Behavioral Health	neglect class I - failure to report	Mixed Residential (MI/DD)	Employment Termination				
Summit Pointe Behavioral Health	neglect class I - failure to report	Mixed Residential (MI/DD)	Written Reprimand				
Summit Pointe Behavioral Health	neglect class I - failure to report	Mixed Residential (MI/DD)	Written Reprimand				
The Rights Door for Hope Recovery and Wellness	neglect class I - failure to report	Mixed Residential (MI/DD)	Employment Termination	Written Reprimand	Suspension	Training	
Tuscola Behavioral Health Systems	neglect class I - failure to report	Mixed Residential (MI/DD)	Employment Termination				
Allegan County CMH	neglect class II	SIP	Written Reprimand	Training			
AuSable Valley CMH	neglect class II	Other	Policy Revision/Development				
Bay-Arenac Behavioral Health	neglect class II	Mixed Residential (MI/DD)	Written Reprimand	Training			
Bay-Arenac Behavioral Health	neglect class II	Mixed Residential (MI/DD)	Written Reprimand	Suspension	Training		
Kalamazoo CMH and SA Services	neglect class II	SIP	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Kalamazoo CMH and SA Services	neglect class II	Residential DD	Training	Written Reprimand			
Kalamazoo CMH and SA Services	neglect class II	Mixed Residential (MI/DD)	Written Reprimand				
Kalamazoo CMH and SA Services	neglect class II	Mixed Residential (MI/DD)	Training	Written Reprimand	Written Counseling		
Kalamazoo CMH and SA Services	neglect class II	Other	Written Reprimand				
Kalamazoo CMH and SA Services	neglect class II	Mixed Residential (MI/DD)	Training	Written Reprimand	Verbal Counseling		
Kalamazoo CMH and SA Services	neglect class II	Mixed Residential (MI/DD)	Staff Transfer	Written Reprimand	Training		
Kalamazoo CMH and SA Services	neglect class II	SIP	Written Reprimand				
Kalamazoo CMH and SA Services	neglect class II	Day Program DD	Employment Termination	Policy Revision/Development	Written Reprimand		
Kalamazoo CMH and SA Services	neglect class II	Mixed Residential (MI/DD)	Written Reprimand				
Livingston County CMH Services	neglect class II - failure to report	SIP	Employee left the agency, but substantiated				
Livingston County CMH Services	neglect class II - failure to report	SIP	Written Counsel	Written Reprimand			
Livingston County CMH Services	neglect class II - failure to report	SIP	Verbal Counsel	Written Reprimand			
Kalamazoo CMH and SA Services	neglect class II - failure to report	Mixed Residential (MI/DD)	Training	Written Reprimand			
Kalamazoo CMH and SA Services	neglect class II - failure to report	SIP	Written Reprimand				
AuSable Valley CMH	neglect class II - failure to report	Other	Verbal Counseling				
CMH Authority of Clinton-Eaton-Ingham Co	neglect class II - failure to report	Residential DD	Employment Termination				
CMH for Central Michigan	neglect class II - failure to report	Residential DD	Written Reprimand				
CMH for Central Michigan	neglect class II - failure to report	SIP	Written Reprimand	Training	Contract Action		
CMH for Central Michigan	neglect class II - failure to report	SIP	Written Reprimand	Training	Contract Action		

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
CMH for Central Michigan	neglect class II - failure to report	Day Program DD	Training	Written Reprimand			
Detroit Wayne MH Authority	neglect class II - failure to report	Residential DD	Employment Termination				
HealthWest CMH Services	neglect class II - failure to report	Workshop (Prevocational)	Written Reprimand				
HealthWest CMH Services	neglect class II - failure to report	Residential DD	Employee left the agency, but substantiated				
Montcalm Care Network	neglect class II - failure to report	Mixed Residential (MI/DD)	Training	Written Reprimand			
Montcalm Care Network	neglect class II - failure to report	Mixed Residential (MI/DD)	Training	Written Reprimand			
Newaygo County CMH Services	neglect class II - failure to report	Residential DD	Written Reprimand	Training			
Newaygo County CMH Services	neglect class II - failure to report	Residential DD	Written Reprimand	Training			
Newaygo County CMH Services	neglect class II - failure to report	Residential DD	Written Reprimand	Training			
Newaygo County CMH Services	neglect class II - failure to report	Other	Suspension	Training	Other		
Newaygo County CMH Services	neglect class II - failure to report	Residential DD	Employment Termination	Training			
Newaygo County CMH Services	neglect class II - failure to report	Residential DD	Written Reprimand	Training			
Northern Lakes CMH	neglect class II - failure to report	Residential DD	Employee left the agency, but substantiated				
Northern Lakes CMH	neglect class II - failure to report	Residential DD	Suspension				
Northern Lakes CMH	neglect class II - failure to report	Residential DD	Suspension				
Genesee Health System	neglect class II - failure to report	Residential DD	Written Counseling	Training			
Genesee Health System	neglect class II - failure to report	Residential DD	Suspension	Training			
Genesee Health System	neglect class II - failure to report	Residential DD	Employee left the agency, but substantiated	Other			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Genesee Health System	neglect class II - failure to report	SIP	Written Reprimand	Other			
Genesee Health System	neglect class II - failure to report	Residential MI	Written Counseling				
Washtenaw	neglect class II - failure to report	Residential MI	Written Counsel				
Washtenaw	neglect class II - failure to report	SIP	Written Reprimand	Training			
Macomb	neglect class II - failure to report	SIP	Written Reprimand	Training	Other		
Macomb	neglect class II - failure to report	SIP	Written Reprimand	Training	Other		
Macomb	neglect class II - failure to report	SIP	Written Reprimand	Other			
Macomb	neglect class II - failure to report	Other	Staff Transfer	Other			
Macomb	neglect class II - failure to report	Residential DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class II - failure to report	SIP	Contract Action				
Macomb	neglect class II - failure to report	Day Program DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class II - failure to report	Other	Other				
Macomb	neglect class II - failure to report	Other	Other				
Monroe CMH Authority	neglect class II - failure to report	SIP	Written Reprimand	Training			
Monroe CMH Authority	neglect class II - failure to report	Residential DD	Written Counsel	Training			
Monroe CMH Authority	neglect class II - failure to report	SIP	Employee Termination	Other			
Oakland County	neglect class II - failure to report	Residential DD	Training				
Oakland County	neglect class II - failure to report	Residential DD	Suspension	Employment Termination	Written Reprimand	Employee left the agency, but substantiated	

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Oakland County	neglect class II - failure to report	Residential MI/DD	Written Reprimand				
Oakland County	neglect class II - failure to report	Residential DD	Staff Transfer	Training			
Oakland County	neglect class II - failure to report	Residential DD	Written Reprimand	Training			
Oakland County	neglect class II - failure to report	Residential DD	Employment Termination				
Oakland County	neglect class II - failure to report	Residential DD	Written Reprimand	Training			
Saginaw County CMH Authority	neglect class II - failure to report	Residential DD	Employment Termination	Training			
Saginaw County CMH Authority	neglect class II - failure to report	Residential MI/DD	Suspension				
Saginaw County CMH Authority	neglect class II - failure to report	Residential MI	Employment Termination				
Saginaw County CMH Authority	neglect class II - failure to report	Residential MI/DD	Suspension	Employment Termination			
Saginaw County CMH Authority	neglect class II - failure to report	Residential MI/DD	Suspension	Training	Written Reprimand		
Livingston County CMH Services	neglect class III	SIP	Employee left the agency, but substantiated				
Livingston County CMH Services	neglect class III	SIP	Employee left the agency, but substantiated				
Livingston County CMH Services	neglect class III	SIP	Employee left the agency, but substantiated				
Livingston County CMH Services	neglect class III	SIP	Employee Termination				
Livingston County CMH Services	neglect class III	SIP	Written Counsel	Other			
Livingston County CMH Services	neglect class III	SIP	Written Reprimand	Training			
Livingston County CMH Services	neglect class III	SIP	Written Reprimand	Training			
Livingston County CMH Services	neglect class III	Outpatient	Written Reprimand	Other			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Livingston County CMH Services	neglect class III	Day Program DD	Employee left the agency, but substantiated				
Livingston County CMH Services	neglect class III	SIP	Written Reprimand				
Livingston County CMH Services	neglect class III	SIP	Written Reprimand				
Livingston County CMH Services	neglect class III	Residential DD	Employee left the agency, but substantiated	Environmental Repair/Enhancement	Other		
Livingston County CMH Services	neglect class III	SIP	Employee Termination				
Livingston County CMH Services	neglect class III	SIP	Written Reprimand	Training			
Livingston County CMH Services	neglect class III	SIP	Written Reprimand	Training			
Livingston County CMH Services	neglect class III	SIP	Employee left the agency, but substantiated	Training			
Livingston County CMH Services	neglect class III	SIP	Employee left the agency, but substantiated				
Livingston County CMH Services	neglect class III	Case Management	Written Reprimand	Training			
Livingston County CMH Services	neglect class III	SIP	Employee Termination				
Livingston County CMH Services	neglect class III	Residential DD	Written Reprimand	Training			
Livingston County CMH Services	neglect class III	Other	Employee left the agency, but substantiated				
Kalamazoo CMH and SA Services	neglect class III	Residential DD	Training	Written Reprimand			
Kalamazoo CMH and SA Services	neglect class III	Residential DD	Suspension	Training			
Kalamazoo CMH and SA Services	neglect class III	SIP	Plan of Service Revision	Written Reprimand			
Kalamazoo CMH and SA Services	neglect class III	Case Management	Written Reprimand				
Kalamazoo CMH and SA Services	neglect class III	Residential DD	Suspension	Training	Written Counseling		

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Kalamazoo CMH and SA Services	neglect class III	Other	Employment Termination				
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Training			
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Training			
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Training			
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Policy Revision/Development	Training	Written Reprimand		
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Employment Termination	Verbal Counseling			
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Demotion	Staff Transfer	Suspension	Training	
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Policy Revision/Development	Written Counseling			
Kalamazoo CMH and SA Services	neglect class III	SIP	Training	Written Reprimand			
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Suspension	Training	Written Reprimand		
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Employment Termination	Policy Revision/Development	Training	Written Reprimand	
Kalamazoo CMH and SA Services	neglect class III	Residential DD	Written Reprimand				
Kalamazoo CMH and SA Services	neglect class III	SIP	Employment Termination	Training			
Kalamazoo CMH and SA Services	neglect class III	Other	Employment Termination				
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Training	Written Counseling			
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Policy Revision/Development	Suspension	Training	Written Reprimand	
Kalamazoo CMH and SA Services	neglect class III	Other	Policy Revision/Development; Written Reprimand	Policy Revision/Development	Written Reprimand		
Kalamazoo CMH and SA Services	neglect class III	Residential DD	Training	Verbal Counseling	Written Reprimand		

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Training	Written Counseling	Written Reprimand		
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Training	Written Reprimand			
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Employment Termination				
Kalamazoo CMH and SA Services	neglect class III	Mixed Residential (MI/DD)	Contract Action				
Allegan County CMH	neglect class III	Outpatient	Suspension	Policy Revision/Development			
Allegan County CMH	neglect class III	SIP	Employment Termination				
Northpointe Behavioral Healthcare Systems	neglect class III	Other	Employment Termination				
Allegan County CMH	neglect class III	SIP	Written Reprimand				
Allegan County CMH	neglect class III	SIP	Employee left the agency, but substantiated	Training			
Allegan County CMH	neglect class III	Other	Contract Action	Training	Policy Revision/Development		
AuSable Valley CMH	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				
AuSable Valley CMH	neglect class III	Mixed Residential (MI/DD)	Employment Termination				
AuSable Valley CMH	neglect class III	Mixed Residential (MI/DD)	Suspension	Written Reprimand			
AuSable Valley CMH	neglect class III	Other	Written Reprimand				
Barry County CMHA	neglect class III	Residential DD	Written Reprimand	Training	Recipient Transfer to Another Provider/Site		
Bay-Arenac Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Training	Employee left the agency, but substantiated		
Bay-Arenac Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Training	Employment Termination			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Bay-Arenac Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Training	Policy Revision/Development		
Bay-Arenac Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Training	Environmental Repair/Enhancement	Plan of Service Revision	
Bay-Arenac Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Training			
Bay-Arenac Behavioral Health	neglect class III	SIP	Employee left the agency, but substantiated	Other			
Bay-Arenac Behavioral Health	neglect class III	SIP	Training				
Bay-Arenac Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Verbal Counseling	Training			
Bay-Arenac Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Training			
Bay-Arenac Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Training			
Bay-Arenac Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Suspension	Other			
Bay-Arenac Behavioral Health	neglect class III	SIP	Verbal Counseling	Written Reprimand	Suspension	Training	
Bay-Arenac Behavioral Health	neglect class III	Day Program DD	Verbal Counseling	Written Reprimand	Suspension	Training	
Bay-Arenac Behavioral Health	neglect class III	SIP	Verbal Counseling	Employee left the agency, but substantiated			
Bay-Arenac Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Written Counseling	Demotion	Employment Termination		
Bay-Arenac Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Suspension	Training			
Bay-Arenac Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Written Counseling	Suspension	Training		
Bay-Arenac Behavioral Health	neglect class III	SIP	Verbal Counseling	Employee left the agency, but substantiated			
Berrien/Riverwood Center	neglect class III	SIP	Employment Termination				
Berrien/Riverwood Center	neglect class III	Residential MI	Written Counseling				
Berrien/Riverwood Center	neglect class III	Residential MI	Written Counseling				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Berrien/Riverwood Center	neglect class III	SIP	Written Counseling	Training			
Berrien/Riverwood Center	neglect class III	Residential MI	Written Reprimand				
CMHA of Ottawa County	neglect class III	Psychosocial Rehabilitation	Written Reprimand				
CMHA of Ottawa County	neglect class III	Day Program DD	Employment Termination	Training	Policy Revision/Development		
CMH for Central Michigan	neglect class III	SIP	Written Reprimand				
CMH for Central Michigan	neglect class III	SIP	Written Reprimand				
CMH for Central Michigan	neglect class III	Residential DD	Written Reprimand				
CMH for Central Michigan	neglect class III	Residential DD	Written Reprimand	Training			
CMH for Central Michigan	neglect class III	Residential DD	Written Reprimand				
CMH for Central Michigan	neglect class III	Residential DD	Employment Termination				
CMH for Central Michigan	neglect class III	SIP	Written Reprimand	Training	Other		
CMH for Central Michigan	neglect class III	SIP	Employee left the agency, but substantiated				
CMH for Central Michigan	neglect class III	ACT	Employee left the agency, but substantiated				
CMH for Central Michigan	neglect class III	Mixed Residential (MI/DD)	Suspension	Staff Transfer	Training		
CMH for Central Michigan	neglect class III	Mixed Residential (MI/DD)	Suspension	Staff Transfer	Training		
CMH for Central Michigan	neglect class III	Mixed Residential (MI/DD)	Suspension	Staff Transfer	Training		
CMH for Central Michigan	neglect class III	Mixed Residential (MI/DD)	Suspension	Staff Transfer	Training		
CMH for Central Michigan	neglect class III	Mixed Residential (MI/DD)	Suspension	Staff Transfer	Training		
CMH for Central Michigan	neglect class III	Residential DD	Written Reprimand				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
CMH for Central Michigan	neglect class III	SIP	Employment Termination				
CMH for Central Michigan	neglect class III	SIP	Employment Termination				
CMH for Central Michigan	neglect class III	Residential DD	Training	Employee left the agency, but substantiated			
CMH for Central Michigan	neglect class III	SIP	Employment Termination				
CMH for Central Michigan	neglect class III	SIP	Written Reprimand	Employee left the agency, but substantiated			
CMH for Central Michigan	neglect class III	SIP	Suspension	Employee left the agency, but substantiated	Policy Revision/Development		
CMH for Central Michigan	neglect class III	Residential DD	Written Reprimand	Training			
CMH for Central Michigan	neglect class III	SIP	Written Reprimand	Training			
CMH for Central Michigan	neglect class III	Day Program DD	Written Reprimand				
CMH for Central Michigan	neglect class III	Residential DD	Verbal Counseling	Employee left the agency, but substantiated			
CMH for Central Michigan	neglect class III	SIP	Suspension	Staff Transfer			
CMH for Central Michigan	neglect class III	Mixed Residential (MI/DD)	Suspension	Staff Transfer			
CMH for Central Michigan	neglect class III	Residential DD	Written Reprimand	Training			
CMH for Central Michigan	neglect class III	Residential DD	Written Counseling	Suspension	Policy Revision/Development		
CMH for Central Michigan	neglect class III	SIP	Employee left the agency, but substantiated				
CMH for Central Michigan	neglect class III	Residential DD	Employment Termination	Policy Revision/Development			
Copper Country	neglect class III	Residential MI	Other				
Copper Country	neglect class III	Residential MI	Written Reprimand				
Copper Country	neglect class III	Day Program DD	Written Reprimand				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Copper Country	neglect class III	Residential DD	Written Reprimand				
Copper Country	neglect class III	Residential DD	Written Reprimand				
Copper Country	neglect class III	Residential MI	Written Reprimand	Policy Revision/Development	Suspension		
Detroit Wayne MH Authority	neglect class III	Day Program DD	Employee left the agency, but substantiated				
Detroit Wayne MH Authority	neglect class III	Day Program DD	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Day Program DD	Written Counseling				
Detroit Wayne MH Authority	neglect class III	Other	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Other	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Other	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Other	Suspension				
Detroit Wayne MH Authority	neglect class III	Other	Pending				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employee left the agency, but substantiated				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employee left the agency, but substantiated				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employee left the agency, but substantiated				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employee left the agency, but substantiated	Other			
Detroit Wayne MH Authority	neglect class III	Residential DD	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Detroit Wayne MH Authority	neglect class III	Residential DD	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Residential DD	Employment Termination	Training			
Detroit Wayne MH Authority	neglect class III	Residential DD	Suspension				
Detroit Wayne MH Authority	neglect class III	Residential DD	Suspension				
Detroit Wayne MH Authority	neglect class III	Residential DD	Suspension				
Detroit Wayne MH Authority	neglect class III	Residential DD	Suspension				
Detroit Wayne MH Authority	neglect class III	Residential DD	Suspension				
Detroit Wayne MH Authority	neglect class III	Residential DD	Suspension	Employee left the agency, but substantiated			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Detroit Wayne MH Authority	neglect class III	Residential DD	Suspension	Employee left the agency, but substantiated			
Detroit Wayne MH Authority	neglect class III	Residential DD	Suspension	Employee left the agency, but substantiated			
Detroit Wayne MH Authority	neglect class III	Residential DD	Suspension	Employee left the agency, but substantiated			
Detroit Wayne MH Authority	neglect class III	Residential DD	Suspension	Written Reprimand			
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Counseling	Written Counseling			
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Counseling				
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Counseling				
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Counseling				
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Counseling				
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Counseling				
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Counseling				
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Counseling	Training			
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Counseling	Training			
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Reprimand				
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Reprimand	Written Reprimand			
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Reprimand				
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Reprimand				
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Reprimand				
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Reprimand				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Reprimand	Suspension			
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Reprimand	Suspension			
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Reprimand	Training			
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Reprimand	Training			
Detroit Wayne MH Authority	neglect class III	Residential DD	Written Reprimand	Training			
Detroit Wayne MH Authority	neglect class III	Residential MI	Contract Action				
Detroit Wayne MH Authority	neglect class III	Residential MI	Contract Action				
Detroit Wayne MH Authority	neglect class III	Residential MI	Employee left the agency, but substantiated				
Detroit Wayne MH Authority	neglect class III	Residential MI	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Residential MI	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Residential MI	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Residential MI	Policy Revision/Development	Employment Termination	Other		
Detroit Wayne MH Authority	neglect class III	Residential MI	Recipient Transfer to Another Provider/Site				
Detroit Wayne MH Authority	neglect class III	Residential MI	Suspension	Employment Termination			
Detroit Wayne MH Authority	neglect class III	Residential MI	Verbal Counseling	Suspension	Contract Action		
Detroit Wayne MH Authority	neglect class III	Residential MI	Verbal Counseling	Training			
Detroit Wayne MH Authority	neglect class III	Residential MI	Verbal Counseling	Written Reprimand	Training	Other	
Detroit Wayne MH Authority	neglect class III	Residential MI	Written Reprimand				
Detroit Wayne MH Authority	neglect class III	Residential MI	Written Reprimand	Employment Termination			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Detroit Wayne MH Authority	neglect class III	Residential MI	Plan of Service Revision				
Detroit Wayne MH Authority	neglect class III	SIP	Employment Termination				
Detroit Wayne MH Authority	neglect class III	SIP	Staff Transfer	Verbal Counseling			
Detroit Wayne MH Authority	neglect class III	SIP	Suspension				
Detroit Wayne MH Authority	neglect class III	SIP	Written Reprimand				
Detroit Wayne MH Authority	neglect class III	SIP	Written Reprimand				
Detroit Wayne MH Authority	neglect class III	SIP	Written Reprimand	Training			
Detroit Wayne MH Authority	neglect class III	Supported Employment	Written Reprimand				
Detroit Wayne MH Authority	neglect class III	Workshop (Prevocational)	Employment Termination				
Detroit Wayne MH Authority	neglect class III	Workshop (Prevocational)	Suspension				
Detroit Wayne MH Authority	neglect class III	Workshop (Prevocational)	Suspension	Written Counseling	Written Reprimand		
Detroit Wayne MH Authority	neglect class III	Workshop (Prevocational)	Written Reprimand				
Genesee Health System	neglect class III	Residential MI/DD	Suspension	Other	Other		
Genesee Health System	neglect class III	Residential MI/DD	Suspension	Other	Other		
Genesee Health System	neglect class III	Residential MI/DD	Suspension	Other	Other		
Genesee Health System	neglect class III	Residential MI/DD	Suspension	Other	Other		
Genesee Health System	neglect class III	Residential MI/DD	Written Reprimand	Training			
Genesee Health System	neglect class III	Residential MI/DD	Written Reprimand	Training			
Genesee Health System	neglect class III	Residential MI/DD	Written Reprimand	Training			
Genesee Health System	neglect class III	Residential DD	Employee left the agency, but substantiated	Training			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Genesee Health System	neglect class III	Residential DD	Written Reprimand	Training			
Genesee Health System	neglect class III	Residential DD	Written Reprimand	Training			
Genesee Health System	neglect class III	Residential DD	Written Reprimand	Training			
Genesee Health System	neglect class III	Residential DD	Written Reprimand	Training			
Genesee Health System	neglect class III	Residential DD	Written Reprimand	Training			
Genesee Health System	neglect class III	Residential MI/DD	Written Reprimand	Training			
Genesee Health System	neglect class III	Residential MI/DD	Written Reprimand	Training			
Genesee Health System	neglect class III	Residential MI/DD	Written Reprimand	Training			
Genesee Health System	neglect class III	Residential DD	Written Reprimand	Training	Other		
Genesee Health System	neglect class III	Residential DD	Written Reprimand	Training			
Genesee Health System	neglect class III	Residential DD	Written Reprimand	Training			
Genesee Health System	neglect class III	Residential DD	Written Reprimand				
Genesee Health System	neglect class III	Residential MI/DD	Written Reprimand	Training			
Genesee Health System	neglect class III	Residential DD	Written Reprimand	Training	Other		
Genesee Health System	neglect class III	Other	Employee left the agency, but substantiated	Training			
Genesee Health System	neglect class III	SIP	Employment Termination				
Genesee Health System	neglect class III	SIP	Employment Termination	Written Reprimand	Training		
Genesee Health System	neglect class III	SIP	Employment Termination				
Genesee Health System	neglect class III	Residential DD	Written Reprimand	Policy Revision/Development			
Genesee Health System	neglect class III	Residential DD	Written Reprimand	Policy Revision/Development			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Genesee Health System	neglect class III	Residential DD	Written Reprimand				
Genesee Health System	neglect class III	Residential DD	Employment Termination				
Genesee Health System	neglect class III	Residential MI/DD	Written Reprimand	Training			
Genesee Health System	neglect class III	Residential MI/DD	Employment Termination				
Genesee Health System	neglect class III	Day Program DD	Written Reprimand				
Genesee Health System	neglect class III	Residential DD	Written Reprimand	Training	Other		
Gogebic County CMH Services	neglect class III	Residential DD	Suspension				
Gogebic County CMH Services	neglect class III	Residential DD	Suspension				
Gratiot County CMH Services	neglect class III	Residential DD	Employment Termination				
HealthWest CMH Services	neglect class III	Residential DD	Employee left the agency, but substantiated				
HealthWest CMH Services	neglect class III	Residential DD	Employee left the agency, but substantiated				
HealthWest CMH Services	neglect class III	Residential DD	Employee left the agency, but substantiated				
HealthWest CMH Services	neglect class III	Residential DD	Employee left the agency, but substantiated				
HealthWest CMH Services	neglect class III	Residential DD	Employee left the agency, but substantiated				
HealthWest CMH Services	neglect class III	Residential DD	Employee left the agency, but substantiated				
HealthWest CMH Services	neglect class III	Residential DD	Employee left the agency, but substantiated				
HealthWest CMH Services	neglect class III	Residential DD	Employee left the agency, but substantiated				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
HealthWest CMH Services	neglect class III	Residential DD	Employee left the agency, but substantiated				
HealthWest CMH Services	neglect class III	Residential DD	Employee left the agency, but substantiated				
HealthWest CMH Services	neglect class III	Residential DD	Employee left the agency, but substantiated				
HealthWest CMH Services	neglect class III	Residential DD	Suspension				
HealthWest CMH Services	neglect class III	Residential DD	Suspension				
HealthWest CMH Services	neglect class III	Residential DD	Suspension				
HealthWest CMH Services	neglect class III	Residential DD	Suspension				
HealthWest CMH Services	neglect class III	Residential DD	Suspension				
HealthWest CMH Services	neglect class III	Residential DD	Suspension				
HealthWest CMH Services	neglect class III	Residential DD	Suspension				
HealthWest CMH Services	neglect class III	Residential DD	Suspension				
Hiawatha Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				
Hiawatha Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				
Hiawatha Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Employment Termination				
Hiawatha Behavioral Health	neglect class III	Other	Written Reprimand	Training			
Hiawatha Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Training			
Hiawatha Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Suspension	Training			
Huron Behavioral Health Services	neglect class III	Residential DD	Written Reprimand	Training			
Lapeer County CMH Services	neglect class III	Residential DD	Other				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Lapeer County CMH Services	neglect class III	Residential DD	Written Reprimand	Other			
Lapeer County CMH Services	neglect class III	Residential DD	Employment Termination				
Lapeer County CMH Services	neglect class III	Residential DD	Written Reprimand				
Lifeways	neglect class III	Residential MI	Written Reprimand	Employee left the agency, but substantiated			
Lifeways	neglect class III	Residential MI	Written Reprimand	Employee left the agency, but substantiated			
Lifeways	neglect class III	Residential MI	Written Reprimand	Employee left the agency, but substantiated			
Lifeways	neglect class III	Residential MI	Written Reprimand				
Lifeways	neglect class III	Residential MI	Written Reprimand				
Lifeways	neglect class III	Residential MI/DD	Written Reprimand				
Lifeways	neglect class III	Residential DD	Written Reprimand				
Lifeways	neglect class III	Residential DD	Written Reprimand				
Lifeways	neglect class III	Residential MI/DD	Written Counseling				
Lifeways	neglect class III	Residential MI/DD	Employment Termination				
Lifeways	neglect class III	Residential DD	Written Counseling	Staff Transfer			
Lifeways	neglect class III	Residential DD	Written Counseling				
Lifeways	neglect class III	Residential DD	Written Counseling				
Lifeways	neglect class III	Residential DD	Written Counseling				
Lifeways	neglect class III	SIP	Written Counseling				
Lifeways	neglect class III	Residential MI/DD	Employment Termination				
Lifeways	neglect class III	Residential MI/DD	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Lifeways	neglect class III	Residential MI/DD	Employee left the agency, but substantiated				
Lifeways	neglect class III	Residential MI/DD	Employee left the agency, but substantiated				
Lifeways	neglect class III	Residential MI/DD	Employee left the agency, but substantiated				
Lifeways	neglect class III	Residential MI/DD	Employee left the agency, but substantiated				
Lifeways	neglect class III	SIP	Written Reprimand				
Lifeways	neglect class III	SIP	Employment Termination				
Lifeways	neglect class III	SIP	Written Reprimand	Staff Transfer			
Lifeways	neglect class III	SIP	Written Reprimand	Training			
Lifeways	neglect class III	Residential DD	Employment Termination				
Lifeways	neglect class III	Residential MI	Employment Termination				
Lifeways	neglect class III	SIP	Written Reprimand				
Washtenaw	neglect class III		Written Reprimand	Training			
Washtenaw	neglect class III	SIP	Written Reprimand	Suspension	Training		
Washtenaw	neglect class III	SIP	Employee left the agency, but substantiated	Verbal Counsel	Written Reprimand		
Washtenaw	neglect class III	SIP	Employee left the agency, but substantiated				
Washtenaw	neglect class III	SIP	Staff Transfer	Training			
Washtenaw	neglect class III	SIP	Employee Termination	Other			
Washtenaw	neglect class III	SIP	Other				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Washtenaw	neglect class III	SIP	Written Reprimand	Training			
Washtenaw	neglect class III	SIP	Training	Employee Termination			
Washtenaw	neglect class III	SIP	Employee Termination				
Washtenaw	neglect class III	SIP	Written Reprimand	Suspension	Training		
Washtenaw	neglect class III	SIP	Employee Termination				
Washtenaw	neglect class III	SIP	Written Reprimand	Suspension	Staff Transfer		
Washtenaw	neglect class III	SIP	Written Reprimand	Training			
Washtenaw	neglect class III	SIP	*PENDING*				
Washtenaw	neglect class III	SIP	Written Reprimand	Training	Other		
Washtenaw	neglect class III	SIP	Employee Termination				
Washtenaw	neglect class III	SIP	Written Reprimand	Other			
Washtenaw	neglect class III	SIP	Written Reprimand	Training			
Washtenaw	neglect class III	SIP	Training	Other			
Washtenaw	neglect class III	SIP	Written Reprimand	Training			
Washtenaw	neglect class III	SIP	Other				
Washtenaw	neglect class III	Residential DD	Verbal Counsel	Written Reprimand			
Washtenaw	neglect class III	Residential DD	Verbal Counsel	Written Reprimand			
Washtenaw	neglect class III	Residential DD	Verbal Counsel	Written Reprimand			
Washtenaw	neglect class III	SIP	Written Counsel				
Washtenaw	neglect class III	SIP	Written Reprimand	Policy Revision/Development			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Washtenaw	neglect class III	SIP	Employee left the agency, but substantiated	Contract Action	Policy Revision/Development		
Washtenaw	neglect class III	SIP	Training	Contract Action	Environmental Repair/Enhancement		
Washtenaw	neglect class III	SIP	Training	Contract Action	Environmental Repair/Enhancement		
Washtenaw	neglect class III	SIP	Written Reprimand	Staff Transfer	Other		
Washtenaw	neglect class III	SIP	Employee left the agency, but substantiated				
Washtenaw	neglect class III	SIP	Other				
Washtenaw	neglect class III	SIP	Written Reprimand	Training			
Washtenaw	neglect class III	SIP	Written Reprimand	Training			
Washtenaw	neglect class III	SIP	Employee left the agency, but substantiated	Other			
Washtenaw	neglect class III	SIP	Employee left the agency, but substantiated				
Washtenaw	neglect class III	SIP	Written Reprimand	Training			
Washtenaw	neglect class III	Residential MI	Written Reprimand	Training			
Washtenaw	neglect class III	Residential MI	Written Reprimand	Training			
Washtenaw	neglect class III	SIP	Written Reprimand	Training			
Washtenaw	neglect class III	SIP	Employee Termination				
Washtenaw	neglect class III	SIP	Written Reprimand	Training			
Washtenaw	neglect class III	SIP	Written Reprimand	Training			
Washtenaw	neglect class III	SIP	Employee Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Washtenaw	neglect class III	SIP	Suspension	Training			
Washtenaw	neglect class III	SIP	Written Reprimand	Suspension	Training		
Washtenaw	neglect class III	SIP	Suspension	Demotion	Staff Transfer		
Washtenaw	neglect class III	SIP	Written Reprimand	Suspension			
Washtenaw	neglect class III	Residential DD	Employee Termination				
Washtenaw	neglect class III	Residential DD	Employee Termination	Training			
Washtenaw	neglect class III	Residential DD	Employee left the agency, but substantiated	Other			
Washtenaw	neglect class III	Residential DD	Other				
Washtenaw	neglect class III	SIP	Verbal Counsel	Training	Policy Revision/Development		
Washtenaw	neglect class III	Residential MI	Written Reprimand				
Macomb	neglect class III	SIP	Written Reprimand	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Other	Other		
Macomb	neglect class III	Residential MI	Written Reprimand	Other			
Macomb	neglect class III	Case Management	Written Reprimand	Other			
Macomb	neglect class III	Residential DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	Case Management	Written Reprimand	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	Workshop (prevocational)	Written Reprimand	Suspension	Other		
Macomb	neglect class III	Residential MI/DD	Suspension	Other			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Macomb	neglect class III	SIP	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	SIP	Written Reprimand	Other			
Macomb	neglect class III	Residential DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Workshop (prevocational)	Written Reprimand	Other			
Macomb	neglect class III	Workshop (prevocational)	Written Reprimand	Other			
Macomb	neglect class III	Residential DD	Demotion	Other			
Macomb	neglect class III	Residential DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	Residential MI	Written Reprimand	Other			
Macomb	neglect class III	Residential DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Written Reprimand	Written Reprimand	Other	
Macomb	neglect class III	Other	Contract Action				
Macomb	neglect class III	SIP	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential MI/DD	Demotion	Suspension	Other		

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Macomb	neglect class III	Residential MI	Suspension	Other			
Macomb	neglect class III	Residential MI	Written Reprimand	Other			
Macomb	neglect class III	Other	Written Reprimand	Other			
Macomb	neglect class III	Residential MI/DD	Written Reprimand	Employee left the agency, but substantiated	Other		
Macomb	neglect class III	Residential DD	Suspension	Training	Other		
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	Other	Written Reprimand	Other			
Macomb	neglect class III	SIP	Employment Termination	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	Other	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential MI	Written Reprimand	Other			
Macomb	neglect class III	Residential MI	Written Reprimand	Other			
Macomb	neglect class III	Residential MI/DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential MI	Employment Termination	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	Other	Employee left the agency, but substantiated	Employee left the agency, but substantiated	Other		
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	Residential MI/DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	SIP	Employee left the agency,	Other			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
			but substantiated				
Macomb	neglect class III	Residential MI/DD	Written Reprimand	Other			
Macomb	neglect class III	SIP	Written Reprimand	Other			
Macomb	neglect class III	SIP	Written Reprimand	Other			
Macomb	neglect class III	Residential DD	Employment Termination	Other			
Macomb	neglect class III	Residential MI	Written Reprimand	Other			
Macomb	neglect class III	Residential MI	Written Reprimand	Other			
Macomb	neglect class III	Residential MI	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	Residential MI/DD	Written Reprimand	Other			
Macomb	neglect class III	SIP	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Employee left the agency, but substantiated	Written Reprimand	Other		
Macomb	neglect class III	Residential DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Employment Termination	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Employee left the agency, but substantiated	Other		
Macomb	neglect class III	Residential MI/DD	Written Reprimand	Suspension	Other		
Macomb	neglect class III	SIP	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Employment Termination	Other			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Macomb	neglect class III	Residential DD	Employment Termination	Other			
Macomb	neglect class III	SIP	Employee left the agency, but substantiated				
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	Residential MI	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Suspension	Training	Other	
Macomb	neglect class III	Residential MI/DD	Other				
Macomb	neglect class III	Other	Written Reprimand	Other			
Macomb	neglect class III	Residential MI	Written Reprimand	Other			
Macomb	neglect class III	Inpatient	Written Reprimand x 4	Other			
Macomb	neglect class III	Residential MI/DD	Written Reprimand				
Macomb	neglect class III	Outpatient	Written Reprimand x 2	Other			
Macomb	neglect class III	Residential DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Other	Employment Termination	Other			
Macomb	neglect class III	Residential MI/DD	Written Reprimand	Other			
Macomb	neglect class III	Other	Written Reprimand	Other			
Macomb	neglect class III	SIP	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Other	Written Reprimand	Other			
Macomb	neglect class III	Other	Written Reprimand	Other			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Macomb	neglect class III	SIP	Written Reprimand	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Suspension	Other		
Macomb	neglect class III	Residential DD	Written Reprimand	Suspension	Other		
Macomb	neglect class III	Workshop (prevocational)	Written Reprimand	Suspension	Other		
Macomb	neglect class III	Residential MI/DD	Written Reprimand	Suspension	Other		
Macomb	neglect class III	Residential MI	Employment Termination	Other			
Macomb	neglect class III	Residential MI	Employment Termination	Other			
Macomb	neglect class III	Residential DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Workshop (prevocational)	Employment Termination	Other			
Macomb	neglect class III	Residential DD	Suspension	Other			
Macomb	neglect class III	SIP	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	SIP	Written Reprimand	Other			
Macomb	neglect class III	SIP	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Suspension	Training	Other	
Macomb	neglect class III	SIP	Written Reprimand	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Training	Other x 2		
Macomb	neglect class III	Residential MI/DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Other	Written Reprimand	Other			
Macomb	neglect class III	SIP	Employee left the agency,	Other			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
			but substantiated				
Macomb	neglect class III	SIP	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Other	Staff Transfer	Other			
Macomb	neglect class III	Residential MI/DD	Written Reprimand	Other			
Macomb	neglect class III	Residential MI/DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential MI/DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential MI/DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential MI/DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Employee left the agency, but substantiated	Training			
Macomb	neglect class III	Other	Written Reprimand	Other			
Macomb	neglect class III	Other	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	SIP	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	Residential MI	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Other	Employment Termination	Other			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Macomb	neglect class III	SIP	Written Reprimand	Other			
Macomb	neglect class III	SIP	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	Residential MI/DD	Employment Termination	Other			
Macomb	neglect class III	Residential MI/DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	Residential DD	Employment Termination	Other			
Macomb	neglect class III	Residential MI	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Other	Employment Termination	Other			
Macomb	neglect class III	Residential DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Other				
Macomb	neglect class III	Residential DD	Written Reprimand	Other			
Macomb	neglect class III	Workshop (prevocational)	Employment Termination	Other			
Macomb	neglect class III	SIP	Written Reprimand	Other			
Macomb	neglect class III	Residential DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD	Suspension	Staff Transfer	Other		
Macomb	neglect class III	Residential DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	Residential DD					

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Macomb	neglect class III	SIP	Written Reprimand	Other			
Macomb	neglect class III	Residential DD	Employee left the agency, but substantiated	Other			
Macomb	neglect class III	SIP					
Monroe CMH Authority	neglect class III	Residential MI	Written Reprimand	Training			
Monroe CMH Authority	neglect class III	SIP	Employee left the agency, but substantiated	Written Reprimand	Suspension		
Monroe CMH Authority	neglect class III	SIP	Written Reprimand	Suspension	Training		
Monroe CMH Authority	neglect class III	SIP	Employee Termination	Other			
Monroe CMH Authority	neglect class III	SIP	Employee left the agency, but substantiated	Other			
Monroe CMH Authority	neglect class III	SIP	Employee left the agency, but substantiated				
Monroe CMH Authority	neglect class III	Workshop (prevocational)	Training	Contract Action			
Monroe CMH Authority	neglect class III	Workshop (prevocational)	Written Reprimand	Training			
Monroe CMH Authority	neglect class III	Workshop (prevocational)	Written Reprimand	Training			
Monroe CMH Authority	neglect class III	Residential MI	Employee left the agency, but substantiated	Written Reprimand	Training	Other	
Monroe CMH Authority	neglect class III	SIP	Employee left the agency, but substantiated				
Monroe CMH Authority	neglect class III	Residential MI	Contract Action				
Monroe CMH Authority	neglect class III	SIP	Written Reprimand	Suspension	Training		
Monroe CMH Authority	neglect class III	SIP	Written Reprimand	Training			
Monroe CMH Authority	neglect class III	SIP	Written Reprimand	Training			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Monroe CMH Authority	neglect class III	SIP	Employee left the agency, but substantiated				
Monroe CMH Authority	neglect class III	SIP	Written Reprimand	Suspension	Other		
Monroe CMH Authority	neglect class III	Residential DD	Written Reprimand	Training			
Monroe CMH Authority	neglect class III	Case Management	Written Counsel	Training	Other		
Monroe CMH Authority	neglect class III	Case Management	Verbal Counsel	Written Reprimand	Training	Other	
Monroe CMH Authority	neglect class III	SIP	Written Reprimand	Training			
Monroe CMH Authority	neglect class III	SIP	Written Reprimand	Training			
Monroe CMH Authority	neglect class III	SIP	Written Reprimand	Training			
Monroe CMH Authority	neglect class III	SIP	Written Reprimand	Training			
Monroe CMH Authority	neglect class III	SIP	Contract Action				
Montcalm Care Network	neglect class III	Mixed Residential (MI/DD)	Contract Action				
Montcalm Care Network	neglect class III	Other	Training	Verbal Counseling			
network180	neglect class III	Residential MI	Contract Action				
network180	neglect class III	Residential MI	Written Reprimand				
network180	neglect class III	Residential DD	Staff Termination				
network180	neglect class III	Residential DD	Staff Termination				
network180	neglect class III	Residential MI	Written Reprimand	Training			
North Country CMH	neglect class III	Residential DD	Written Reprimand	Demotion	Training		
North Country CMH	neglect class III	Residential DD	Written Reprimand				
North Country CMH	neglect class III	Residential DD	Employee left the agency, but substantiated	Policy Revision/Development	Training		

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
North Country CMH	neglect class III	Mixed Residential (MI/DD)	Employee left the agency, but substantiated				
North Country CMH	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Employee left the agency, but substantiated			
North Country CMH	neglect class III	Mixed Residential (MI/DD)	Training	Contract Action			
North Country CMH	neglect class III	Mixed Residential (MI/DD)	Employee left the agency, but substantiated				
North Country CMH	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Policy Revision/Development			
Northeast Michigan CMH Authority	neglect class III	Residential DD	Suspension				
Northeast Michigan CMH Authority	neglect class III	Residential MI	Employment Termination				
Northeast Michigan CMH Authority	neglect class III	SIP	Employment Termination				
Northeast Michigan CMH Authority	neglect class III	SIP	Written Counseling				
Northeast Michigan CMH Authority	neglect class III	Psychosocial Rehabilitation	Employment Termination				
Northeast Michigan CMH Authority	neglect class III	Residential DD	Written Reprimand				
Northern Lakes CMH	neglect class III	Other	Training	Contract Action			
Northern Lakes CMH	neglect class III	Case Management	Employment Termination				
Northern Lakes CMH	neglect class III	Case Management	Verbal Counseling	Suspension	Training		
Northern Lakes CMH	neglect class III	Case Management	Verbal Counseling	Suspension	Training		
Northern Lakes CMH	neglect class III	Case Management	Verbal Counseling	Suspension	Training		
Northern Lakes CMH	neglect class III	Day Program DD	Training	Other			
Northern Lakes CMH	neglect class III	Other	Employee left the agency, but substantiated				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Northern Lakes CMH	neglect class III	Other	Employee left the agency, but substantiated				
Northern Lakes CMH	neglect class III	Other	Other				
Northern Lakes CMH	neglect class III	Other	Other				
Northern Lakes CMH	neglect class III	Other	Other				
Northern Lakes CMH	neglect class III	Other	Staff Transfer				
Northern Lakes CMH	neglect class III	Other	Staff Transfer				
Northern Lakes CMH	neglect class III	Other	Suspension	Training			
Northern Lakes CMH	neglect class III	SIP	Verbal Counseling	Suspension	Training		
Northern Lakes CMH	neglect class III	SIP	Verbal Counseling	Suspension	Training		
Northern Lakes CMH	neglect class III	SIP	Verbal Counseling	Suspension	Training		
Northern Lakes CMH	neglect class III	Other	Written Reprimand	Training			
Northern Lakes CMH	neglect class III	SIP	Written Reprimand				
Northern Lakes CMH	neglect class III	SIP	Written Reprimand				
Northern Lakes CMH	neglect class III	Residential DD	Pending				
Northern Lakes CMH	neglect class III	Residential DD	Employee left the agency, but substantiated	Other			
Northern Lakes CMH	neglect class III	Mixed Residential (MI/DD)	Employment Termination				
Northern Lakes CMH	neglect class III	Residential DD	Employment Termination				
Northern Lakes CMH	neglect class III	Residential DD	Employment Termination				
Northern Lakes CMH	neglect class III	Residential DD	Employment Termination				
Northern Lakes CMH	neglect class III	Residential DD	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Northern Lakes CMH	neglect class III	Residential DD	Employment Termination				
Northern Lakes CMH	neglect class III	Residential DD	Employment Termination				
Northern Lakes CMH	neglect class III	Residential DD	Employment Termination				
Northern Lakes CMH	neglect class III	Residential DD	Other				
Northern Lakes CMH	neglect class III	Residential DD	Suspension				
Northern Lakes CMH	neglect class III	Residential DD	Suspension				
Northern Lakes CMH	neglect class III	Residential DD	Verbal Counseling	Written Reprimand			
Northern Lakes CMH	neglect class III	Residential DD	Written Reprimand				
Northern Lakes CMH	neglect class III	Residential DD	Written Reprimand				
Northern Lakes CMH	neglect class III	Residential DD	Written Reprimand				
Northern Lakes CMH	neglect class III	Residential DD	Written Reprimand				
Northern Lakes CMH	neglect class III	Residential DD	Written Reprimand				
Northern Lakes CMH	neglect class III	Residential MI	Contract Action				
Northern Lakes CMH	neglect class III	Mixed Residential (MI/DD)	Employee left the agency, but substantiated				
Northern Lakes CMH	neglect class III	Mixed Residential (MI/DD)	Employment Termination				
Northern Lakes CMH	neglect class III	Mixed Residential (MI/DD)	Other				
Northern Lakes CMH	neglect class III	Residential MI	Written Counseling	Policy Revision/Development			
Northern Lakes CMH	neglect class III	Residential MI	Suspension	Training			
Northern Lakes CMH	neglect class III	Mixed Residential (MI/DD)	Written Counseling	Suspension			
Northern Lakes CMH	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Training			
Northern Lakes CMH	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Northern Lakes CMH	neglect class III	SIP	Employee left the agency, but substantiated				
Northpointe Behavioral Healthcare Systems	neglect class III	Mixed Residential (MI/DD)	Employment Termination	Other			
Northpointe Behavioral Healthcare Systems	neglect class III	Other	Employment Termination				
Northpointe Behavioral Healthcare Systems	neglect class III	Mixed Residential (MI/DD)	Suspension	Other			
Northpointe Behavioral Healthcare Systems	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Other			
Northpointe Behavioral Healthcare Systems	neglect class III	Mixed Residential (MI/DD)	Employment Termination				
Oakland County	neglect class III	Residential MI	Written Reprimand	Written Reprimand			
Oakland County	neglect class III	Residential MI	Written Reprimand				
Oakland County	neglect class III	Residential DD	Written Reprimand				
Oakland County	neglect class III	Other	Employment Termination				
Oakland County	neglect class III	Residential DD	Written Reprimand				
Oakland County	neglect class III	Other	Employment Termination				
Oakland County	neglect class III	Residential DD	Written Reprimand				
Oakland County	neglect class III	Residential DD	Suspension	Training			
Oakland County	neglect class III	Residential DD	Written Reprimand				
Oakland County	neglect class III	Residential DD	Written Reprimand	Training			
Oakland County	neglect class III	Residential MI/DD	Written Reprimand	Training			
Oakland County	neglect class III	SIP	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Oakland County	neglect class III	SIP	Employment Termination				
Oakland County	neglect class III	SIP	Employment Termination	Other	Training		
Oakland County	neglect class III	Residential MI/DD	Written Reprimand				
Oakland County	neglect class III	Supported Employment	Written Reprimand				
Oakland County	neglect class III	SIP	Employment Termination	Other	Training		
Oakland County	neglect class III	SIP	Written Reprimand	Suspension	Training		
Oakland County	neglect class III	Residential DD	Demotion	Staff Transfer			
Oakland County	neglect class III	Other	Employment Termination				
Oakland County	neglect class III	Residential MI	Written Reprimand	Training			
Oakland County	neglect class III	Other	Written Reprimand	Training			
Oakland County	neglect class III	Day Program DD	Written Reprimand	Training			
Oakland County	neglect class III	Other	Employment Termination				
Oakland County	neglect class III	Residential MI	Employment Termination				
Oakland County	neglect class III	Residential MI	Written Reprimand	Training			
Oakland County	neglect class III	SIP	Written Reprimand	Training	Policy Revision/Development		
Oakland County	neglect class III	Residential DD	Written Reprimand	Training			
Oakland County	neglect class III	SIP	Written Reprimand	Other			
Oakland County	neglect class III	Residential DD	Written Reprimand	Policy Revision/Development			
Oakland County	neglect class III	Residential DD	Written Reprimand	Training			
Oakland County	neglect class III	Other					

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Oakland County	neglect class III	Other	Employment Termination	Other			
Oakland County	neglect class III	Other	Written Reprimand	Training			
Oakland County	neglect class III	Residential MI	Contract Action x 2	Recipient Transfer to another Provider/Site	Other	Training	
Oakland County	neglect class III	Residential MI	Employment Termination	Contract Action	Contract Action		
Oakland County	neglect class III	Residential MI	Other	Contract Action	Contract Action		
Oakland County	neglect class III	Other	Written Reprimand	Training			
Oakland County	neglect class III	Residential DD	Written Reprimand				
Oakland County	neglect class III	Residential DD	Written Reprimand				
Oakland County	neglect class III	Residential DD	Written Reprimand				
Oakland County	neglect class III	Residential MI/DD	Written Reprimand	Training			
Oakland County	neglect class III	Residential DD	Written Reprimand	Training			
Oakland County	neglect class III	Residential DD	Written Reprimand	Other			
Oakland County	neglect class III	Residential DD	Employee left the agency, but substantiated				
Oakland County	neglect class III	Residential MI/DD	Written Reprimand	Training			
Oakland County	neglect class III	Residential MI	Written Reprimand	Training			
Oakland County	neglect class III	Other	Written Reprimand	Training	Suspension		
Oakland County	neglect class III	SIP	Written Reprimand	Training			
Oakland County	neglect class III	Residential DD	Employment Termination				
Oakland County	neglect class III	Residential DD	Employment Termination				
Oakland County	neglect class III	Residential DD	Written Reprimand	Training			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Oakland County	neglect class III	SIP	Written Reprimand				
Oakland County	neglect class III	Residential DD	Written Reprimand	Training			
Oakland County	neglect class III	Workshop (prevocational)	Written Reprimand	Training	Other		
Oakland County	neglect class III	Residential DD	Written Reprimand				
Oakland County	neglect class III	Residential DD	Written Reprimand	Training	Training		
Oakland County	neglect class III	Residential DD	Policy Revision/Development	Training			
Oakland County	neglect class III	Other	Employee left the agency, but substantiated	Employee left the agency, but substantiated	Other		
Oakland County	neglect class III	Residential DD	Employee left the agency, but substantiated				
Oakland County	neglect class III	Residential DD	Employee left the agency, but substantiated				
Oakland County	neglect class III	Residential DD	Employee left the agency, but substantiated				
Oakland County	neglect class III	Residential DD	Employee left the agency, but substantiated				
Oakland County	neglect class III	Residential DD	Employee left the agency, but substantiated				
Oakland County	neglect class III	Residential DD	Employee left the agency, but substantiated				
Oakland County	neglect class III	Residential DD	Employee left the agency, but substantiated				
Oakland County	neglect class III	Residential DD	Employee left the agency, but substantiated				
Oakland County	neglect class III	Residential DD	Written Reprimand				
Oakland County	neglect class III	Residential DD	Training				
Oakland County	neglect class III	Residential DD	Written Reprimand	Employment Termination			

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Oakland County	neglect class III	SIP	Employment Termination				
Oakland County	neglect class III	Residential MI/DD	Other				
Oakland County	neglect class III	SIP	Written Reprimand				
Oakland County	neglect class III	Other	Training	Written Counseling	Employment Termination		
Oakland County	neglect class III	Residential DD	Demotion	Training	Other	Staff Transfer	
Oakland County	neglect class III	Residential DD	Written Reprimand	Training			
Oakland County	neglect class III	Residential DD	Employee left the agency, but substantiated	Employment Termination			
Oakland County	neglect class III	Residential DD	Suspension	Written Reprimand			
Oakland County	neglect class III	Residential DD	Suspension	Written Reprimand			
Oakland County	neglect class III	SIP	Employee left the agency, but substantiated	Written Reprimand	Written Reprimand		
Oakland County	neglect class III	Workshop (prevocational)	Written Reprimand	Training			
Oakland County	neglect class III	SIP	Suspension	Written Reprimand			
Oakland County	neglect class III	Other	Verbal Counseling	Employee left the agency, but substantiated			
Oakland County	neglect class III	SIP	Suspension	Written Reprimand			
Oakland County	neglect class III	SIP	Employment Termination				
Oakland County	neglect class III	Other	Written Counseling	Training			
Oakland County	neglect class III	SIP	Training	Employment Termination			
Oakland County	neglect class III	Outpatient	Employee left the agency, but substantiated	Plan of Service Revision			
Oakland County	neglect class III	Residential DD	Written Reprimand				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Oakland County	neglect class III	SIP	Employment Termination				
Oakland County	neglect class III	Residential DD	Policy Revision/Development	Written Reprimand			
Oakland County	neglect class III	SIP	Suspension	Training	Employment Termination		
Oakland County	neglect class III	Residential MI	Written Reprimand				
Oakland County	neglect class III	SIP	Written Reprimand	Training			
Oakland County	neglect class III	Other	Employee left the agency, but substantiated				
Oakland County	neglect class III	SIP	Employment Termination	Other			
Oakland County	neglect class III	Residential DD	Employee left the agency, but substantiated				
Oakland County	neglect class III	Workshop (prevocational)	Employment Termination				
Oakland County	neglect class III	SIP	Employee left the agency, but substantiated				
Oakland County	neglect class III	SIP	Written Reprimand	Policy Revision/Development			
Oakland County	neglect class III	Residential DD	Written Reprimand				
Oakland County	neglect class III	Residential DD	Written Reprimand	Training			
Oakland County	neglect class III	SIP	Written Reprimand				
Oakland County	neglect class III	Other	Written Reprimand				
Oakland County	neglect class III	SIP	Written Reprimand	Staff Transfer	Training		
Oakland County	neglect class III	Residential DD	Written Reprimand	Training			
Oakland County	neglect class III	SIP	Written Reprimand	Training			
Oakland County	neglect class III	Other	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Oakland County	neglect class III	Residential DD	Written Reprimand				
Oakland County	neglect class III	Residential DD	Employee left the agency, but substantiated				
Oakland County	neglect class III	Residential DD	Written Reprimand	Training			
Pathways	neglect class III	SIP	Written Reprimand				
Pathways	neglect class III	Residential MI/DD	Written Counseling	Training			
Pathways	neglect class III	SIP	Written Reprimand				
Pathways	neglect class III	Residential MI/DD	Written Counseling				
Pathways	neglect class III	Residential DD	Employee left the agency, but substantiated				
Pathways	neglect class III	Case Management	Suspension	Training			
Pathways	neglect class III	SIP	Written Reprimand	Training			
Pathways	neglect class III	SIP	Written Reprimand				
Saginaw County CMH Authority	neglect class III	Residential MI	Employment Termination	Training			
Saginaw County CMH Authority	neglect class III	Residential MI	Employment Termination				
Saginaw County CMH Authority	neglect class III	Residential MI	Employment Termination				
Saginaw County CMH Authority	neglect class III	SIP	Suspension				
Saginaw County CMH Authority	neglect class III	SIP	Suspension				
Saginaw County CMH Authority	neglect class III	SIP	Demotion	Staff Transfer			
Saginaw County CMH Authority	neglect class III	Residential MI	Suspension	Staff Transfer			
Saginaw County CMH Authority	neglect class III	Residential MI	Suspension				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Saginaw County CMH Authority	neglect class III	Residential MI	Suspension				
Saginaw County CMH Authority	neglect class III	Residential MI	Suspension	Training			
Saginaw County CMH Authority	neglect class III	Residential MI	Employment Termination				
Saginaw County CMH Authority	neglect class III	Residential MI	Written Counseling	Other			
Saginaw County CMH Authority	neglect class III	Residential MI	Written Reprimand				
Saginaw County CMH Authority	neglect class III	Residential MI	Written Reprimand				
Saginaw County CMH Authority	neglect class III	Residential MI	Written Reprimand	Other			
Saginaw County CMH Authority	neglect class III	Residential MI/DD	Suspension				
Saginaw County CMH Authority	neglect class III	Day Program DD	Written Reprimand				
Saginaw County CMH Authority	neglect class III	SIP	Employment Termination				
Saginaw County CMH Authority	neglect class III	Residential MI	Suspension	Demotion			
Saginaw County CMH Authority	neglect class III	Residential MI	Employment Termination				
Saginaw County CMH Authority	neglect class III	Residential MI/DD	Policy Revision/Development	Policy Revision/Development			
Saginaw County CMH Authority	neglect class III	Residential MI/DD	Employment Termination	Written Reprimand	Suspension	Training	
Saginaw County CMH Authority	neglect class III	Residential MI/DD	Policy Revision/Development	Contract Action			
Saginaw County CMH Authority	neglect class III	Residential MI/DD	Written Reprimand				
Saginaw County CMH Authority	neglect class III	Residential MI	Written Reprimand	Written Reprimand			
Saginaw County CMH Authority	neglect class III	SIP	Suspension	Staff Transfer	Policy Revision/Development		
Saginaw County CMH Authority	neglect class III	Other	Policy Revision/Development				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action				
Saginaw County CMH Authority	neglect class III	Residential MI/DD	Employment Termination				
Sanilac County CMH Services	neglect class III	SIP	Written Reprimand	Training			
Sanilac County CMH Services	neglect class III	Residential DD	Written Reprimand	Training			
Sanilac County CMH Services	neglect class III	Residential DD	Written Reprimand	Training			
Sanilac County CMH Services	neglect class III	Residential DD	Verbal Counseling	Written Counseling	Other		
Sanilac County CMH Services	neglect class III	Mixed Residential (MI/DD)	Suspension	Written Reprimand	Training		
Sanilac County CMH Services	neglect class III	Residential DD	Suspension	Training			
Sanilac County CMH Services	neglect class III	Residential DD	Verbal Counseling	Written Reprimand	Training		
Sanilac County CMH Services	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Training			
Sanilac County CMH Services	neglect class III	Residential MI	Employment Termination				
Sanilac County CMH Services	neglect class III	Mixed Residential (MI/DD)	Verbal Counseling	Training			
Sanilac County CMH Services	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Suspension	Employment Termination		
Sanilac County CMH Services	neglect class III	SIP	Written Reprimand	Training			
Sanilac County CMH Services	neglect class III	Residential DD	Written Reprimand	Suspension	Training		
Shiawasee County CMH Authority	neglect class III	Mixed Residential (MI/DD)	Employment Termination				
Shiawasee County CMH Authority	neglect class III	SIP	Employment Termination				
Shiawasee County CMH Authority	neglect class III	Other	Written Reprimand	Training			
Shiawasee County CMH Authority	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Training			
Shiawasee County CMH Authority	neglect class III	Mixed Residential (MI/DD)	Employment Termination				
Shiawasee County CMH Authority	neglect class III	Mixed Residential (MI/DD)	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Shiawasee County CMH Authority	neglect class III	Day Program DD	Written Reprimand				
Shiawasee County CMH Authority	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Training			
Shiawasee County CMH Authority	neglect class III	Mixed Residential (MI/DD)	Employee left the agency, but substantiated				
Shiawasee County CMH Authority	neglect class III	SIP	Written Reprimand	Training			
Shiawasee County CMH Authority	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				
Shiawasee County CMH Authority	neglect class III	Case Management	Employee left the agency, but substantiated				
Shiawasee County CMH Authority	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				
Shiawasee County CMH Authority	neglect class III	Other	Employment Termination				
Shiawasee County CMH Authority	neglect class III	Other	Employment Termination				
Shiawasee County CMH Authority	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				
St Clair County CMH Services	neglect class III	Day Program DD	Suspension	Other	Training	Verbal Counseling	
St Clair County CMH Services	neglect class III	Other	Employment Termination				
St Clair County CMH Services	neglect class III	Residential MI	Contract Action				
St Clair County CMH Services	neglect class III	Other	Written Reprimand	Employee left the agency, but substantiated			
St Clair County CMH Services	neglect class III	Other	Written Reprimand	Employee left the agency, but substantiated	Other		
St Clair County CMH Services	neglect class III	Residential DD	Other	Suspension	Training		
St Clair County CMH Services	neglect class III	Residential DD	Written Reprimand	Training			
St Clair County CMH Services	neglect class III	Residential DD	Employee left the agency, but substantiated	Written Reprimand			
St Clair County CMH Services	neglect class III	Residential DD	Suspension	Employment Termination	Employee left the agency,	Written Reprimand	Training

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
					but substantiated		
St Clair County CMH Services	neglect class III	Other	Employee left the agency, but substantiated				
St Clair County CMH Services	neglect class III	Residential DD	Contract Action				
St Clair County CMH Services	neglect class III	Mixed Residential (MI/DD)	Contract Action				
St Clair County CMH Services	neglect class III	Other	Employment Termination				
St Clair County CMH Services	neglect class III	Other	Written Reprimand				
St Clair County CMH Services	neglect class III	Residential DD	Employment Termination				
St Clair County CMH Services	neglect class III	Other	Verbal Counseling	Employee left the agency, but substantiated	Training		
St Clair County CMH Services	neglect class III	Residential MI	Written Reprimand	Other	Training		
St Clair County CMH Services	neglect class III	Residential DD	Written Reprimand	Training			
Summit Pointe Behavioral Health	neglect class III	SIP	Employment Termination				
Summit Pointe Behavioral Health	neglect class III	SIP	Employment Termination				
Summit Pointe Behavioral Health	neglect class III	SIP	Employment Termination				
Summit Pointe Behavioral Health	neglect class III	Other	Verbal Counseling	Employee left the agency, but substantiated			
Summit Pointe Behavioral Health	neglect class III	Other	Verbal Counseling	Employee left the agency, but substantiated			
Summit Pointe Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Employee left the agency, but substantiated				
Summit Pointe Behavioral Health	neglect class III	Other	Training				
Summit Pointe Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Written Reprimand	Training			
Summit Pointe Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Contract Action				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Summit Pointe Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Employment Termination				
Summit Pointe Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Employment Termination				
Summit Pointe Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Employment Termination				
Summit Pointe Behavioral Health	neglect class III	SIP	Written Reprimand	Policy Revision/Development			
Summit Pointe Behavioral Health	neglect class III	SIP	Written Reprimand	Policy Revision/Development			
Summit Pointe Behavioral Health	neglect class III	SIP	Written Reprimand	Policy Revision/Development			
Summit Pointe Behavioral Health	neglect class III	SIP	Written Reprimand	Policy Revision/Development			
Summit Pointe Behavioral Health	neglect class III	SIP	Written Reprimand	Policy Revision/Development			
Summit Pointe Behavioral Health	neglect class III	SIP	Written Reprimand	Policy Revision/Development			
Summit Pointe Behavioral Health	neglect class III	SIP	Written Reprimand	Policy Revision/Development			
Summit Pointe Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Written Counseling				
Summit Pointe Behavioral Health	neglect class III	SIP	Employee left the agency, but substantiated				
Summit Pointe Behavioral Health	neglect class III	Other	Written Reprimand	Employee left the agency, but substantiated			
Summit Pointe Behavioral Health	neglect class III	Other	Written Reprimand	Employee left the agency, but substantiated			
Summit Pointe Behavioral Health	neglect class III	Other	Written Reprimand	Employee left the agency, but substantiated			
Summit Pointe Behavioral Health	neglect class III	Other	Written Reprimand	Employee left the agency, but substantiated			
Summit Pointe Behavioral Health	neglect class III	Other	Training	Contract Action			
Summit Pointe Behavioral Health	neglect class III	Other	Training	Contract Action			
Summit Pointe Behavioral Health	neglect class III	Other	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Summit Pointe Behavioral Health	neglect class III	Other	Employment Termination				
Summit Pointe Behavioral Health	neglect class III	SIP	Employment Termination				
Summit Pointe Behavioral Health	neglect class III	SIP	Contract Action				
Summit Pointe Behavioral Health	neglect class III	SIP	Contract Action				
Summit Pointe Behavioral Health	neglect class III	Mixed Residential (MI/DD)	Employee left the agency, but substantiated				
Summit Pointe Behavioral Health	neglect class III	Other	Written Reprimand	Training			
Summit Pointe Behavioral Health	neglect class III	Other	Suspension	Employment Termination			
Summit Pointe Behavioral Health	neglect class III	Other	Written Reprimand	Training			
Summit Pointe Behavioral Health	neglect class III	Other	Suspension	Employment Termination			
Summit Pointe Behavioral Health	neglect class III	SIP	Employment Termination				
Summit Pointe Behavioral Health	neglect class III	Case Management	Written Reprimand				
Summit Pointe Behavioral Health	neglect class III	Outpatient	Employment Termination				
Summit Pointe Behavioral Health	neglect class III	SIP	Written Reprimand				
Summit Pointe Behavioral Health	neglect class III	SIP	Written Reprimand				
Summit Pointe Behavioral Health	neglect class III	SIP	Written Reprimand	Training			
Summit Pointe Behavioral Health	neglect class III	Outpatient	Contract Action				
Summit Pointe Behavioral Health	neglect class III	SIP	Employment Termination				
Summit Pointe Behavioral Health	neglect class III	SIP	Employment Termination				
Summit Pointe Behavioral Health	neglect class III	SIP	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
The Rights Door for Hope Recovery and Wellness	neglect class III	Outpatient	Employee left the agency, but substantiated	Training	Policy Revision/Development		
The Rights Door for Hope Recovery and Wellness	neglect class III	Other	Employee left the agency, but substantiated				
Tuscola Behavioral Health Systems	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				
Tuscola Behavioral Health Systems	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				
Tuscola Behavioral Health Systems	neglect class III	Mixed Residential (MI/DD)	Employment Termination				
Tuscola Behavioral Health Systems	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				
Tuscola Behavioral Health Systems	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				
Tuscola Behavioral Health Systems	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				
Tuscola Behavioral Health Systems	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				
Tuscola Behavioral Health Systems	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				
Tuscola Behavioral Health Systems	neglect class III	Mixed Residential (MI/DD)	Written Reprimand				
Tuscola Behavioral Health Systems	neglect class III	Psychosocial Rehabilitation	Employee left the agency, but substantiated				
Tuscola Behavioral Health Systems	neglect class III	Psychosocial Rehabilitation	Employee left the agency, but substantiated				
West Michigan CMH	neglect class III	Residential DD	Suspension	Employment Termination			
West Michigan CMH	neglect class III	Residential DD	Suspension	Employment Termination			
West Michigan CMH	neglect class III	Residential MI	Suspension				
West Michigan CMH	neglect class III	Residential DD	Suspension				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Woodlands Behavioral Healthcare Network	neglect class III	SIP	Suspension	Employee left the agency, but substantiated	Training		
Woodlands Behavioral Healthcare Network	neglect class III	Mixed Residential (MI/DD)	Written Counseling				
Woodlands Behavioral Healthcare Network	neglect class III	Mixed Residential (MI/DD)	Written Counseling	Training	Staff Transfer		
Livingston County CMH Services	neglect class III - failure to report	SIP	Written Reprimand	Training			
Livingston County CMH Services	neglect class III - failure to report	ACT	Written Reprimand	Training			
Livingston County CMH Services	neglect class III - failure to report	SIP	Written Reprimand	Training			
Livingston County CMH Services	neglect class III - failure to report	SIP	Written Reprimand				
Livingston County CMH Services	neglect class III - failure to report	Outpatient	Written Reprimand				
Kalamazoo CMH and SA Services	neglect class III - failure to report	Mixed Residential (MI/DD)	Written Counseling				
Kalamazoo CMH and SA Services	neglect class III - failure to report	Mixed Residential (MI/DD)	Training	Written Reprimand			
Kalamazoo CMH and SA Services	neglect class III - failure to report	SIP	Written Reprimand				
Kalamazoo CMH and SA Services	neglect class III - failure to report	Mixed Residential (MI/DD)	Written Reprimand				
CMH for Central Michigan	neglect class III - failure to report	Residential DD	Written Reprimand				
Gratiot County CMH Services	neglect class III - failure to report	Residential DD	Employment Termination				
Hiawatha Behavioral Health	neglect class III - failure to report	Mixed Residential (MI/DD)	Written Reprimand				
Hiawatha Behavioral Health	neglect class III - failure to report						
Montcalm Care Network	neglect class III - failure to report	Mixed Residential (MI/DD)	Written Reprimand	Training			
Montcalm Care Network	neglect class III - failure to report	Mixed Residential (MI/DD)	Employment Termination				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
network180	neglect class III - failure to report	Case Management	Written Reprimand	Verbal Counseling			
Northern Lakes CMH	neglect class III - failure to report	Other	Written Reprimand				
Northern Lakes CMH	neglect class III - failure to report	Residential DD	Contract Action	Other			
Northern Lakes CMH	neglect class III - failure to report	Residential DD	Suspension	Contract Action			
Northern Lakes CMH	neglect class III - failure to report	Residential DD	Training	Contract Action			
Northern Lakes CMH	neglect class III - failure to report	Residential DD	Employee left the agency, but substantiated				
Northern Lakes CMH	neglect class III - failure to report	Residential DD	Employee left the agency, but substantiated				
Northern Lakes CMH	neglect class III - failure to report	Residential DD	Written Reprimand				
Northern Lakes CMH	neglect class III - failure to report	Mixed Residential (MI/DD)	Suspension				
Summit Pointe Behavioral Health	neglect class III - failure to report	Mixed Residential (MI/DD)	Training	Other			
Summit Pointe Behavioral Health	neglect class III - failure to report	Mixed Residential (MI/DD)	Training	Other			
Summit Pointe Behavioral Health	neglect class III - failure to report	Mixed Residential (MI/DD)	Training	Other			
Tuscola Behavioral Health Systems	neglect class III - failure to report	Mixed Residential (MI/DD)	Written Reprimand				
Genesee Health System	neglect class III - failure to report	Residential MI/DD	Employee left the agency, but substantiated	Written Reprimand			
Genesee Health System	neglect class III - failure to report	Residential DD	Employee left the agency, but substantiated	Other	Written Reprimand	Training	
Genesee Health System	neglect class III - failure to report	Residential DD	Employee left the agency, but substantiated	Other	Written Reprimand	Training	

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Genesee Health System	neglect class III - failure to report	SIP	Written Reprimand	Other			
Genesee Health System	neglect class III - failure to report	SIP	Written Reprimand	Other			
Genesee Health System	neglect class III - failure to report	Residential DD	Employee left the agency, but substantiated				
Washtenaw	neglect class III - failure to report	SIP	Written Reprimand				
Washtenaw	neglect class III - failure to report	Day Program DD	Written Reprimand	Training			
Washtenaw	neglect class III - failure to report	SIP	Written Reprimand				
Washtenaw	neglect class III - failure to report	Residential DD	Written Reprimand				
Washtenaw	neglect class III - failure to report	SIP	Written Reprimand	Training			
Macomb	neglect class III - failure to report	Case Management	Written Reprimand	Other			
Macomb	neglect class III - failure to report	Other	Employee left the agency, but substantiated	Other			
Macomb	neglect class III - failure to report	Workshop (prevocational)	Written Reprimand	Other			
Macomb	neglect class III - failure to report	Workshop (prevocational)	Written Reprimand	Other			
Macomb	neglect class III - failure to report	Residential DD	Written Reprimand	Other			
Macomb	neglect class III - failure to report	Residential MI/DD	Written Reprimand	Other			
Macomb	neglect class III - failure to report	Residential DD	Other				
Macomb	neglect class III - failure to report	Residential DD	Other				
Monroe CMH Authority	neglect class III - failure to report	Residential MI	Written Reprimand	Training			
Monroe CMH Authority	neglect class III - failure to report	SIP	Employee left the agency, but substantiated				

Agency	Category (from Complaint Data)	Specific Provider Type	Specific Remedial Action				
Monroe CMH Authority	neglect class III - failure to report	SIP	Written Counsel	Training			
Monroe CMH Authority	neglect class III - failure to report	SIP	Written Reprimand	Training			
Oakland County	neglect class III - failure to report	SIP	Written Reprimand				
Oakland County	neglect class III - failure to report	Other	Employment Termination				
Oakland County	neglect class III - failure to report	SIP	Written Reprimand				
Oakland County	neglect class III - failure to report	Residential MI/DD	Written Reprimand				
Oakland County	neglect class III - failure to report	Residential MI	Written Reprimand				
Saginaw County CMH Authority	neglect class III - failure to report	Residential DD	Employment Termination	Training			
Saginaw County CMH Authority	neglect class III - failure to report	Residential MI	Employment Termination	Suspension	Policy Revision/Development		
Saginaw County CMH Authority	neglect class III - failure to report	Residential MI	Suspension	Employment Termination	Suspension	Staff Transfer	

APPENDIX I: TRAINING PROVIDED BY THE CMHSP RIGHTS OFFICES – FY 16

The table below reflects the training provided during the fiscal year, the number of CMH staff involved, the number of contractual staff involved, the number of other staff involved, and the number of consumers trained.

Agency	# Agency Staff	# Contractual Staff	# of Consumers	# Other Staff
Allegan County CMH Services	140	371	5	84
AuSable Valley CMH	462	21	0	4
Barry County CMHA	84	26	0	4
Bay-Arenac Behavioral Health	251	804	0	11
Berrien/Riverwood Center	202	805	12	0
Centra Wellness Network	113	128	17	7
CMH & SA Services of St Joseph Cty.	90	250	18	25
CMH Authority of Clinton Eaton Ingham Co	543	1,236	0	0
CMH for Central Michigan	358	2,457	0	0
CMH for Ottawa County	267	1,074	0	37
Copper Country CMH Services	234	24	36	1
Detroit Wayne MH Authority	188	17,132	0	0
Genesee Health System	383	2,606	24	10
Gogebic County CMH Services	57	0	18	3
Gratiot County CMH Services	97	132	20	2
HealthWest CMH Services	160	600	13	42
Hiawatha	155	60	0	43
Huron Behavioral Health Services	78	115	0	0
Kalamazoo CMH & SA Services	250	736	146	0
Lapeer County CMH Services	228	579	75	350
Lenawee County CMH Authority	7	318	0	0
Lifeways	131	1,503	0	0
Livingston County CMH Services	57	402	12	17
Macomb County CMH Services	196	3,887	298	69
Monroe CMH Authority	45	366	20	0
Montcalm Center for Behavioral Health	45	366	20	0
network180	81	3,875	46	0
Newaygo County CMH Services	102	4	6	41
North Country CMH	249	2,44	15	57
Northeast Michigan CMH Authority	549	145	0	48
Northern Lakes CMH	174	555	0	72
Northpointe Behavioral Healthcare Systems	282	112	11	0
Oakland County CMH Authority	171	0	1,839	0
Pathways	199	564	77	16
Pines Behavioral Health Services	3	139	0	0
Saginaw County CMH Authority	327	1,201	7	0
Sanilac County CMH Services	187	0	0	0
Shiawassee County CMH Services	196	203	3	21

Agency	# Agency Staff	# Contractual Staff	# of Consumers	# Other Staff
St Clair County CMH Services	340	624	0	4
Summit Pointe Behavioral Health	267	666	3	0
The Right Door for Hope, Recovery and Wellness	202	68	0	2
Tuscola Behavioral Health Systems	146	153	22	114
Van Buren CMH Authority	288	823	60	0
Washtenaw County	147	1,090	46	0
West Michigan CMH	170	152	0	11
Woodlands Behavioral Healthcare Network	70	0	4	265

APPENDIX J: LPH COMPARATIVE DATA – FY 16

LPH	Patient Days	# Hours/40	Allegations (not 0000 or 0001)	Number of Investigations	Number of Substantiated Allegations
Beaumont Hospital - Farmington Hills	8,557	11.00	16	9	15
Beaumont Hospital - Royal Oak	10,398	5.00	7	1	0
Beaumont Hospital - Taylor	9,641	30.00	105	15	14
Behavioral Center of Michigan	14,420	60.00	183	40	23
Borgess Medical Center	13,290	16.00	14	5	4
Bronson Battle Creek	6,694	20.00	70	8	19
Bronson Lakeview Hospital	2,624	2.00	6	4	4
Community Health Center of Branch County, Behavioral Healthcare	2,601	5.00	13	5	2
Crittenton Hospital Medical Center	5,400	40.00	31	5	5
DMC Detroit Receiving Hospital	7,540	8.00	35	8	4
DMC Sinai-Grace Hospital	5,870	32.00	47	6	4
ForestView Psychiatric Hospital	24,260	40.00	98	10	48
Harbor Oaks Hospital	22,040	40.00	127	25	60
Havenwyck Hospital	60,211	80.00	489	72	45
HealthSource Saginaw	23,869	60.00	384	95	25
Henry Ford Allegiance Health	7,900	40.00	99	25	24
Henry Ford Kingswood Hospital	20,669	40.00	29	19	28
Henry Ford Macomb Hospital	17,107	40.00	240	11	17
Henry Ford Wyandotte Hospital	9,517	40.00	84	8	13
Hillsdale Community Health Center	2,341	5.00	2	0	0
Holland Community Hospital	4,818	6.00	51	17	2
Hurley Medical Center	11,222	8.00	18	18	1

LPH	Patient Days	# Hours/40	Allegations (not 0000 or 0001)	Number of Investigations	Number of Substantiated Allegations
Lakeland Health	4,815	3.00	5	2	1
McLaren - Bay Region	3,364	3.00	33	0	1
McLaren - Greater Lansing	2,692	2.00	3	2	2
McLaren - Lapeer Region	3,364	3.00	33	0	1
McLaren - Oakland Hospital	7,686	10.00	13	8	0
McLaren - Port Huron	8,418	20.00	51	15	4
McLaren Medical Center - Flint	9,894	16.00	21	12	1
Memorial Healthcare - Owosso	5,120	20.00	33	5	8
Mercy Health Hackley Campus	6,143	20.00	111	23	8
Mercy Health St Marys	35,560	30.00	72	0	5
MidMichigan Medical Center - Alpena	4,194	1.00	6	0	0
MidMichigan Medical Center - Gratiot	4,138	22.50	23	9	2
MidMichigan Medical Center - Midland	4,459	40.00	11	3	2
Munson Medical Center	3,986	16.00	28	0	2
Oaklawn Hospital	3,198	8.00	28	8	5
Pine Rest Christian Mental Health Services	24,368	30.00	50	7	6
Pontiac General Hospital	9,980	30.00	60	60	13
ProMedica Herrick Medical Center	1,817	2.00	17	1	2
ProMedica Monroe Regional Hospital	4,019	20.00	14	4	1
Providence-Providence Park Hospital	7,542	20.00	20	7	3
Samaritan Behavioral Center	17,051	60.00	330	105	52
Sparrow-St Lawrence Hospital	11,374	36.00	63	28	17
Spectrum Health Ludington Hospital	642	0.00	9	1	3
St John Hospital & Medical Center	7,218	10.00	71	10	7

LPH	Patient Days	# Hours/40	Allegations (not 0000 or 0001)	Number of Investigations	Number of Substantiated Allegations
St John Macomb-Oakland Hospital-Madison Heights Campus	7,316	10.00	17	2	1
St John Macomb-Oakland Hospital-Warren Campus	9,252	10.00	10	2	1
St Joseph Mercy Hospital	5,481	20.00	20	4	4
St Joseph Mercy Hospital - Chelsea	6,310	20.00	27	6	8
St Joseph Mercy Hospital - Oakland	9,364	20.00	99	12	7
St Mary Mercy Hospital	6,951	20.00	32	2	4
StoneCrest Center	38,915	40.00	123	35	40
University of Michigan Health System	12,758	32.00	39	39	21
UP Health System - Marquette	590	16.00	16	4	4
War Memorial Hospital	4,219	20.00	37	23	18

APPENDIX K: COMPLAINT DATA SUMMARY

LPH RIGHTS OFFICES – FY 16

Part A: Totals

Allegations Received	5,202
Interventions	2,825
Investigations	871
no right/no jurisdiction	1,529
Interventions Substantiated	372
Investigations Substantiated	239

Part B: Aggregate Summary

1. Freedom from Abuse

Code	Category	Received	Investigations	Investigations Substantiated
7221	abuse class I	12	12	0
72221	abuse class II - nonaccidental act	31	31	6
72222	abuse class II - unreasonable force	94	94	30
72223	abuse class II - emotional harm	12	12	1
72224	abuse class II - treating as incompetent	0	0	0
72225	abuse class II - exploitation	2	2	0
7223	abuse class III	39	39	12
7224	abuse class I - sexual abuse	17	17	2

2. Freedom from Neglect

Code	Category	Received	Investigations	Investigations Substantiated
72251	neglect class I	15	15	3
72252	neglect class I - failure to report	1	1	1
72261	neglect class II	19	19	6
72262	neglect class II - failure to report	2	2	2
72271	neglect class III	47	47	30
72272	neglect class III - failure to report	1	1	1

3. Rights Protection System

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7060	notice/explanation of rights	9	7	1	2	0
7520	failure to report	2	0	0	2	1
7545	retaliation/harassment	2			2	0
7760	access to rights system	4	4	0	0	0
7780	complaint investigation process	2	1	0	1	1
7840	appeal process/mediation	0	0	0	0	0

4. Admission/Discharge/Second Opinion

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
4090	second opinion - denial of hospitalization	2	2	0	0	0
4190	termination of voluntary hospitalization (adult)	80	79	0	1	1
4510	involuntary admission process	180	163	4	18	1
4630	independent clinical examination	4	4	0	0	0
4980	objection to hospitalization (minor)	6	3	0	3	0
7050	second opinion - denial of services	1	1	0	0	0

5. Civil Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7041	civil rights: discrimination, accessibility, accommodation, etc	16	11	2	5	4
7044	religious practice	12	11	0	1	0
7045	voting	2	1	0	1	1
7047	presumption of competency	0	0	0	0	0
7284	search/seizure	5	5	1	0	0

6. Family Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7111	family dignity & respect	33	26	6	7	2
7112	receipt of general education information	2	1	0	1	0
7113	opportunity to provide information	2	1	0	1	1

7. Communication & Visits

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7261	visits	23	20	4	3	0
7262	contact with attorneys or others regarding legal matters	6	5	0	1	0
7263	access to telephone, mail	41	33	2	8	5
7264	funds for postage, stationery, telephone usage	2	2	0	0	0
7265	written and posted limitations, if established	0	0	0	0	0
7266	uncensored mail	2	2	0	0	0

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7481	disclosure of confidential information	92	70	22	23	10
7485	withholding of information (includes recipient access to records)	23	23	4	0	0
7486	correction of record	10	9	2	1	1
7487	access by p & a to records	0	0	0	0	0
7501	privileged communication	1	1	0	0	0

9. Treatment Environment

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7081	safe environment	344	187	24	161	33
7082	sanitary/humane environment	151	131	39	20	11
7086	least restrictive setting	29	23	4	6	2

10. Freedom of Movement

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7441	restrictions/limitations	30	19	0	12	3
7400	restraint	17	8	1	9	6
7420	seclusion	12	7	3	5	4

11. Financial Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7301	safeguarding money	25	16	4	9	2
7302	facility account	0	0	0	0	0
7303	easy access to money in account	1	1	0	0	0
7304	ability to spend or use as desired	0	0	0	0	0
7305	delivery of money upon release	12	12	6	0	0
7360	labor & compensation	3	3	0	0	0

12. Personal Property

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7267	access to entertainment materials, information, news	18	17	2	1	0
7281	possession and use	63	53	8	10	3
7282	storage space	4	4	1	0	0
7283	inspection at reasonable times	6	5	2	1	0
7285	exclusions	0	0	0	0	0
7286	limitations	4	4	1	0	0
7287	receipts to recipient and to designated individual	31	25	9	6	2
7288	waiver	0	0	0	0	0
7289	protection	172	145	40	26	3

13. Suitable Services

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
1708	dignity and respect	814	701	122	121	27
7003	informed consent	13	11	4	2	0
7029	information on family planning	0	0	0	0	0
7049	treatment by spiritual means	7	7	2	0	0
7080	mh services suited to condition	671	600	32	74	15
7100	physical and mental exams	82	77	8	5	2
7130	choice of physician/mental health professional	112	109	0	3	1
7140	notice of clinical status/progress	8	7	0	1	0
7150	services of mental health professional	42	41	1	1	0
7160	surgery	0	0	0	0	0
7170	electro convulsive therapy (ect)	0	0	0	0	0
7180	psychotropic drugs	70	61	0	9	1
7190	notice of medication side effects	13	12	0	1	0

14. Treatment Planning

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7121	person-centered process	46	39	6	7	1
7122	timely development	2	2	0	0	0
7123	requests for review	0	0	0	0	0
7124	participation by individual(s) of choice	2	2	1	0	0
7125	assessment of needs	9	8	3	1	1

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7241	prior consent	4	3	1	1	0
7242	identification	0	0	0	0	0
7243	objection	0	0	0	0	0
7244	release to others/return	0	0	0	0	0
7245	storage/destruction	0	0	0	0	0

TOTALS		3,673	2,825	372	868	239
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24317. No Right Involved

Code	Category	Received
0000	no right involved	1,286

18. Outside Provider Jurisdiction

Code	Category	Received
0001	outside provider jurisdiction	243

APPENDIX L: ABUSE/NEGLECT/RETALIATION REMEDIAL ACTION BY LPH RIGHTS OFFICES – FY 16

MHC 330.1722 requires that disciplinary action be taken when an allegation of abuse or neglect is substantiated. MHC 330.1755(3)(a) also requires that appropriate disciplinary action will be taken if there is evidence of harassment or retaliation. In 32 cases requiring disciplinary action, it **none was taken**. These instances are in **bold type**.

Agency	Category (from Complaint Data)	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Healthsource Saginaw	abuse class I - sexual abuse	Employee left the agency, but substantiated		
Henry Ford Allegiance	abuse class I - sexual abuse	Employee left the agency, but substantiated		
War Memorial	abuse class II - emotional harm	Training		
War Memorial	abuse class II - emotional harm	Employment Termination		
McLaren Medical Center Flint	abuse class II - nonaccidental act	Employee left the agency, but substantiated		
Pontiac General	abuse class II - nonaccidental act	Written Reprimand		
Pontiac General	abuse class II - nonaccidental act	Employment Termination		
Samaritan	abuse class II - nonaccidental act	Employment Termination		
St. Joseph Mercy Hospital	abuse class II - nonaccidental act	Training	Policy Revision/Development	
St. Joseph Mercy Hospital	abuse class II - nonaccidental act	Training	Policy Revision/Development	
Stonecrest Center	abuse class II - nonaccidental act	Suspension	Employment Termination	
Stonecrest Center	abuse class II - nonaccidental act	Suspension	Employment Termination	
Beaumont Hospital - Farmington Hills	abuse class II - unreasonable force	Written Reprimand	Suspension	
Behavioral Center of Michigan	abuse class II - unreasonable force	Employee left the agency, but substantiated		
Behavioral Center of Michigan	abuse class II - unreasonable force	Suspension	Employment Termination	Written Counseling
Behavioral Center of Michigan	abuse class II - unreasonable force	Suspension	Training	Employment Termination
Detroit DMC Receiving	abuse class II - unreasonable force	Employment Termination		
Harbor Oaks	abuse class II - unreasonable force	Employment Termination	Written Reprimand	Suspension
Harbor Oaks	abuse class II - unreasonable force	Employee left the agency, but substantiated		
Harbor Oaks	abuse class II - unreasonable force	Suspension		

Agency	Category (from Complaint Data)	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Harbor Oaks	abuse class II - unreasonable force	Employee left the agency, but substantiated		
Harbor Oaks	abuse class II - unreasonable force	Suspension	Verbal Counseling	Verbal Counseling
Havenwyck	abuse class II - unreasonable force	Suspension	Employment Termination	
Healthsource Saginaw	abuse class II - unreasonable force	Employee left the agency, but substantiated		
Henry Ford Kingswood	abuse class II - unreasonable force	Written Counseling		
Henry Ford Kingswood	abuse class II - unreasonable force	Written Counseling		
Henry Ford Macomb	abuse class II - unreasonable force	Written Counseling	Training	
McLaren Greater Lansing	abuse class II - unreasonable force	Employment Termination	Training	
Pine Rest Christian Mental Health Services	abuse class II - unreasonable force	Written Reprimand	Training	
Pine Rest Christian Mental Health Services	abuse class II - unreasonable force	Employment Termination		
Samaritan	abuse class II - unreasonable force	Training		
Sparrow/St. Lawrence	abuse class II - unreasonable force	Written Reprimand		
Sparrow/St. Lawrence	abuse class II - unreasonable force	Written Reprimand	Training	
Sparrow/St. Lawrence	abuse class II - unreasonable force	Employee left the agency, but substantiated		
Sparrow/St. Lawrence	abuse class II - unreasonable force	Employment Termination		
Stonecrest Center	abuse class II - unreasonable force	Written Reprimand	Training	
University of Michigan	abuse class II - unreasonable force	Written Reprimand	Training	
Bronson Battle Creek	abuse class III	Employment Termination		
Forest View	abuse class III	Written Reprimand	Staff Transfer	
Harbor Oaks	abuse class III	Written Reprimand		
Harbor Oaks	abuse class III	Employee left the agency, but substantiated	Written Reprimand	Written Reprimand
Healthsource Saginaw	abuse class III	Written Reprimand		
Henry Ford Kingswood	abuse class III	Written Reprimand	Written Counseling	
Henry Ford Kingswood	abuse class III	Written Reprimand	Written Counseling	
Henry Ford Macomb	abuse class III	Employment Termination		

Agency	Category (from Complaint Data)	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Samaritan	abuse class III	Employment Termination		
Sparrow/St. Lawrence	abuse class III	Written Reprimand		
Sparrow/St. Lawrence	abuse class III	Written Reprimand		
University of Michigan	abuse class III	Written Counseling	Verbal Counseling	
Beaumont Hospital - Farmington Hills	neglect class I	Pending		
Henry Ford Kingswood	neglect class I	Suspension	Written Reprimand	Policy Revision/Development
Henry Ford Kingswood	neglect class I	Suspension	Written Reprimand	Policy Revision/Development
Lakeland	neglect class I	Employment Termination		
Samaritan	neglect class I - failure to report	Verbal Counseling		
Forest View	neglect class II	Verbal Counseling	Training	
Forest View	neglect class II	Training	Policy Revision/ Development	
Harbor Oaks	neglect class II	Employment Termination		
St. John Hospital & Medical Center	neglect class II	Written Counseling		
St. Joseph Mercy Chelsea	neglect class II	Written Counseling		
St. Mary Mercy	neglect class II	Written Reprimand	Policy Revision/ Development	
War Memorial	neglect class II	Verbal Counseling	Written Reprimand	
Pine Rest Christian Mental Health Services	neglect class II - failure to report	Employment Termination		
Sparrow/St. Lawrence	neglect class II - failure to report	Written Reprimand		
Beaumont Hospital - Farmington Hills	neglect class III	Written Reprimand		
Beaumont Hospital - Farmington Hills	neglect class III	Written Reprimand		
Beaumont Hospital - Taylor	neglect class III	Employment Termination	Written Counseling	
Behavioral Center of Michigan	neglect class III	Training	Policy Revision/ Development	Other
Bronson Battle Creek	neglect class III	Policy Revision/ Development	Environmental Repair/ Enhancement	Training
Bronson Lakeview Hospital	neglect class III	Verbal Counseling		
Crittenton Hospital Medical Center	neglect class III	Written Counseling	Training	
Crittenton Hospital Medical Center	neglect class III	Written Counseling	Training	Other

Agency	Category (from Complaint Data)	Specific Remedial Action	Specific Remedial Action	Specific Remedial Action
Harbor Oaks	neglect class III	Employment Termination		
Harbor Oaks	neglect class III	Training		
Harbor Oaks	neglect class III	Written Reprimand		
Harbor Oaks	neglect class III	Training		
Harbor Oaks	neglect class III	Employment Termination		
Healthsource Saginaw	neglect class III	Policy Revision/ Development		
Henry Ford Allegiance	neglect class III	Verbal Counseling	Employee left the agency, but substantiated	
Henry Ford Kingswood	neglect class III	Written Counseling		
Henry Ford Kingswood	neglect class III	Written Counseling		
Henry Ford Macomb	neglect class III	Employment Termination		
Holland	neglect class III	Written Counseling	Training	Policy Revision/Development
Holland	neglect class III	Written Counseling	Training	Policy Revision/Development
McLaren Greater Lansing	neglect class III	Employment Termination		
Samaritan	neglect class III	Verbal Counseling		
Samaritan	neglect class III	Training		
Samaritan	neglect class III	Verbal Counseling		
Samaritan	neglect class III	Written Counseling		
Samaritan	neglect class III	Written Counseling		
Samaritan	neglect class III	Employment Termination		
Sparrow/St. Lawrence	neglect class III	Written Reprimand	Verbal Counseling	Training
St. Joseph Mercy Hospital	neglect class III	Written Reprimand	Written Reprimand	
University of Michigan	neglect class III	Written Counseling	Training	
University of Michigan	neglect class III	Other	Training	
War Memorial	neglect class III	Verbal Counseling		
Beaumont Hospital - Farmington Hills	neglect class III - failure to report	Written Reprimand		

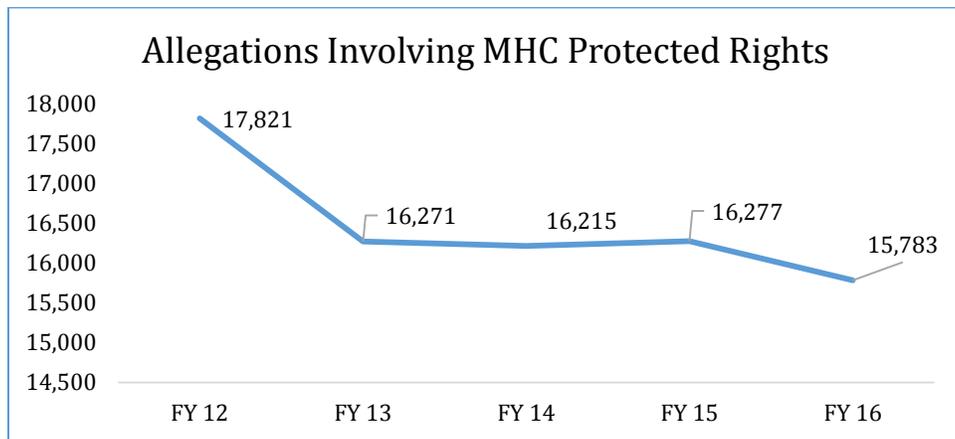
APPENDIX M: TRAINING PROVIDED BY THE LPH RIGHTS OFFICE – FY 16

The table below reflects the training provided during the fiscal year, the number of LPH staff involved, the number of contractual staff involved, the number of other staff involved, and the number of consumers trained.

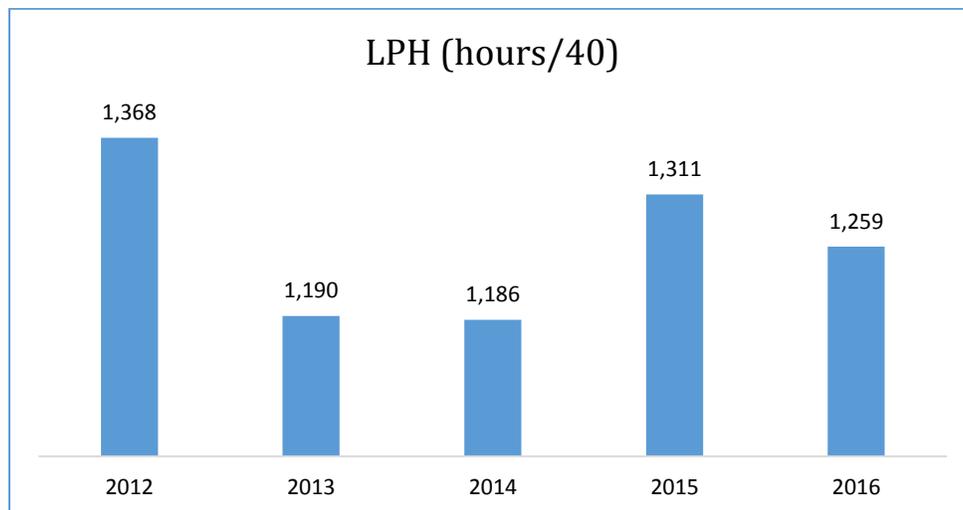
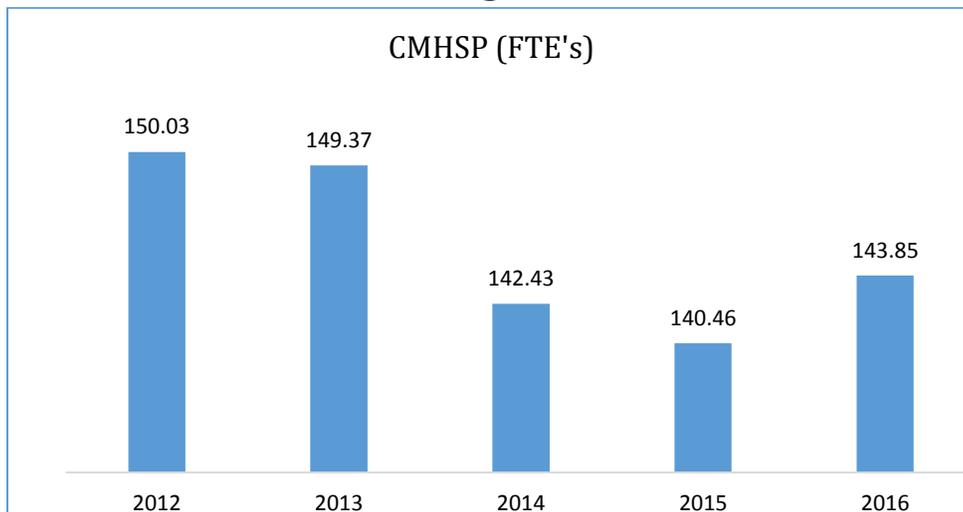
Hospital/Unit	# Agency Staff	# Contractual Staff	# Other Staff	# of Consumers
Beaumont Hospital - Farmington Hills	90	0	0	0
Beaumont Hospital - Royal Oak	9	0	0	0
Beaumont Hospital - Taylor	366	0	100	141
Behavioral Center of Michigan	298	0	10	46
Borgess Medical Center	121	0	0	167
Bronson Battle Creek	664	11	78	2
Bronson Lakeview Hospital	50	0	0	0
Community Health Center of Branch County, Behavioral Healthcare	3	139	0	0
Crittenton Hospital Medical Center	1,732	58	0	0
DMC Detroit Receiving Hospital	79	0	0	0
DMC Sinai-Grace Hospital	4	0	50	28
ForestView Psychiatric Hospital	260	6	0	12
Harbor Oaks Hospital	298	0	131	17
Havenwyck Hospital	1021	0	0	0
HealthSource Saginaw	228	9	0	58
Henry Ford Allegiance Health	170	152	0	11
Henry Ford Kingswood Hospital	227	0	0	0
Henry Ford Macomb Hospital	170	152	0	11
Henry Ford Wyandotte Hospital	1,303	22	30	15
Hillsdale Community Health Center	1,003	0	0	0
Holland Community Hospital	169	0	0	0
Hurley Medical Center	68	0	0	0
Lakeland Health	52	0	0	0
McLaren - Bay Region	186	0	0	0
McLaren - Greater Lansing	40	0	0	0
McLaren - Lapeer Region	186	0	0	0
McLaren - Oakland Hospital	74	0	0	0
McLaren - Port Huron	22	0	481	0
McLaren Medical Center - Flint	90	0	0	0
Memorial Healthcare - Owosso	270	0	0	0
Mercy Health Hackley Campus	306	0	200	100
Mercy Health St Marys	1,346	0	0	132

Hospital/Unit	# Agency Staff	# Contractual Staff	# Other Staff	# of Consumers
MidMichigan Medical Center - Alpena	1,233	0	0	0
MidMichigan Medical Center - Gratiot	220	0	0	0
MidMichigan Medical Center - Midland	577	0	0	0
Munson Medical Center	306	0	200	100
Oaklawn Hospital	0	0	0	0
Pine Rest Christian Mental Health Services	1,346	0	0	132
Pontiac General Hospital	108	0	0	0
ProMedica Herrick Medical Center	0	0	0	0
ProMedica Monroe Regional Hospital	75	0	0	0
Providence-Providence Park Hospital	420	0	0	0
Samaritan Behavioral Center	301	0	10	0
Sparrow-St Lawrence Hospital	145	0	0	0
Spectrum Health Ludington Hospital	0	0	0	0
St John Hospital & Medical Center	72	0	0	0
St John Macomb-Oakland Hospital-Madison Heights Campus	105	0	0	0
St John Macomb-Oakland Hospital-Warren Campus	70	0	0	0
St Joseph Mercy Hospital	83	0	0	0
St Joseph Mercy Hospital - Chelsea	66	0	0	0
St Joseph Mercy Hospital - Oakland	360	0	0	0
St Mary Mercy Hospital	400	0	154	0
StoneCrest Center	366	26	0	0
University of Michigan Health System	566	0	179	0
UP Health System - Marquette	589	0	0	0
War Memorial Hospital	54	0	0	94

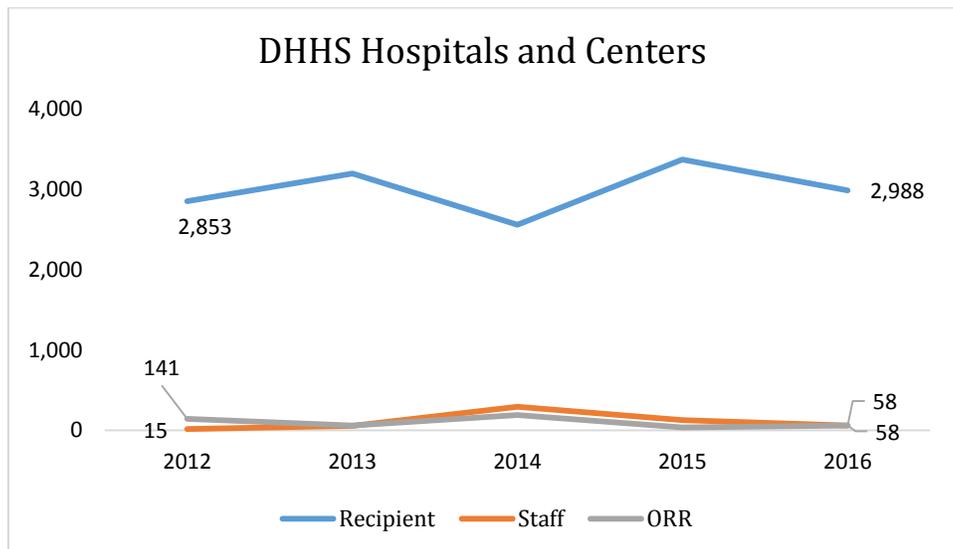
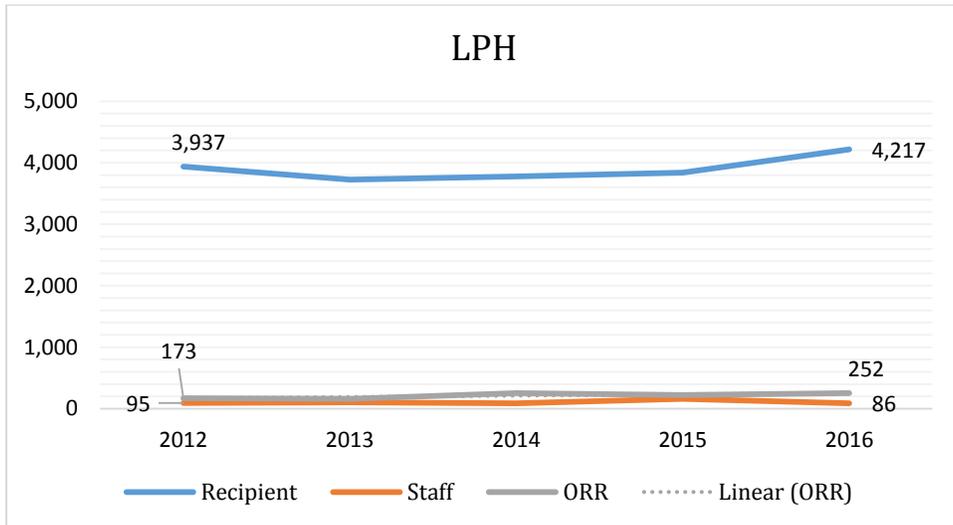
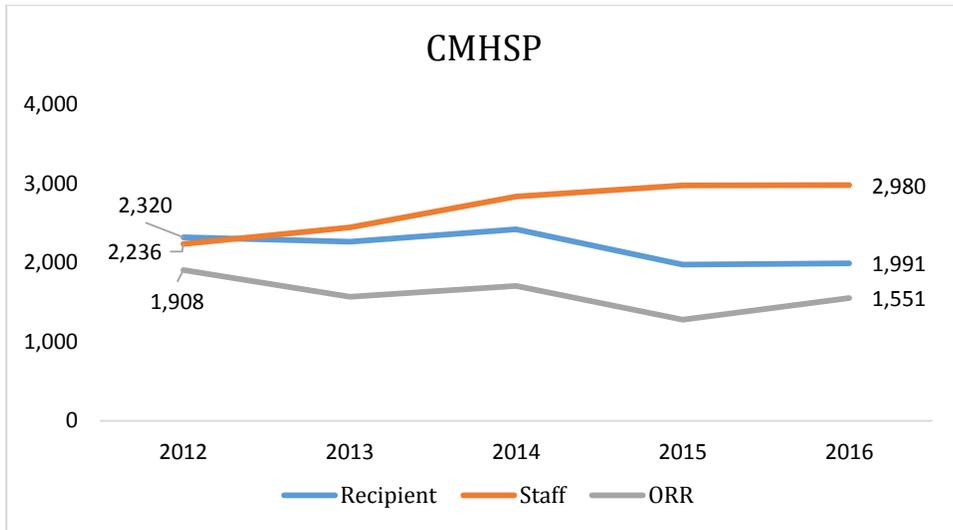
APPENDIX N: PATTERNS AND TRENDS IN RECIPIENT RIGHTS



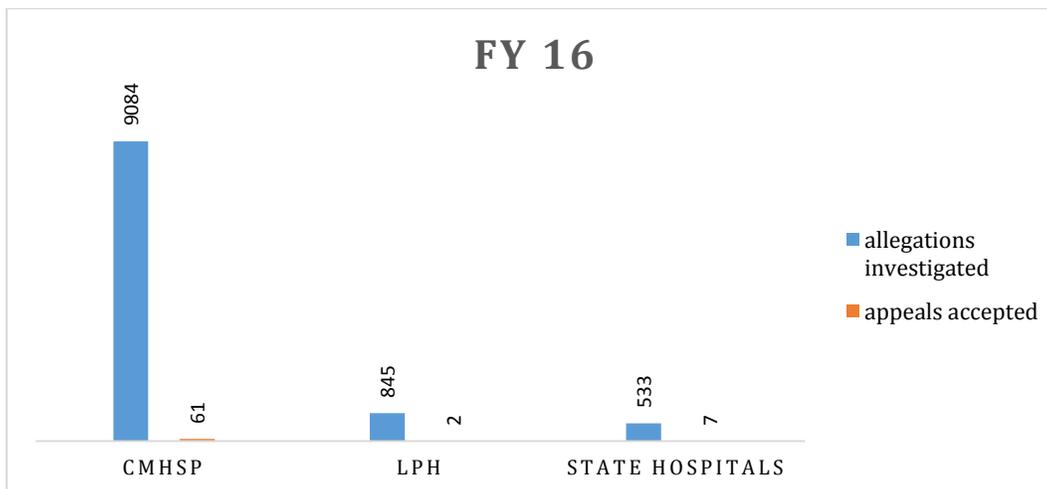
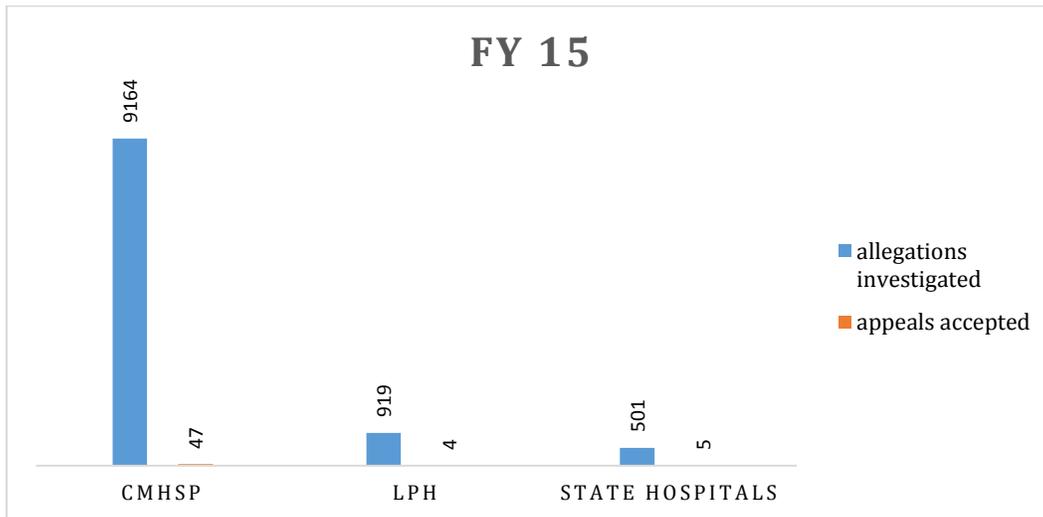
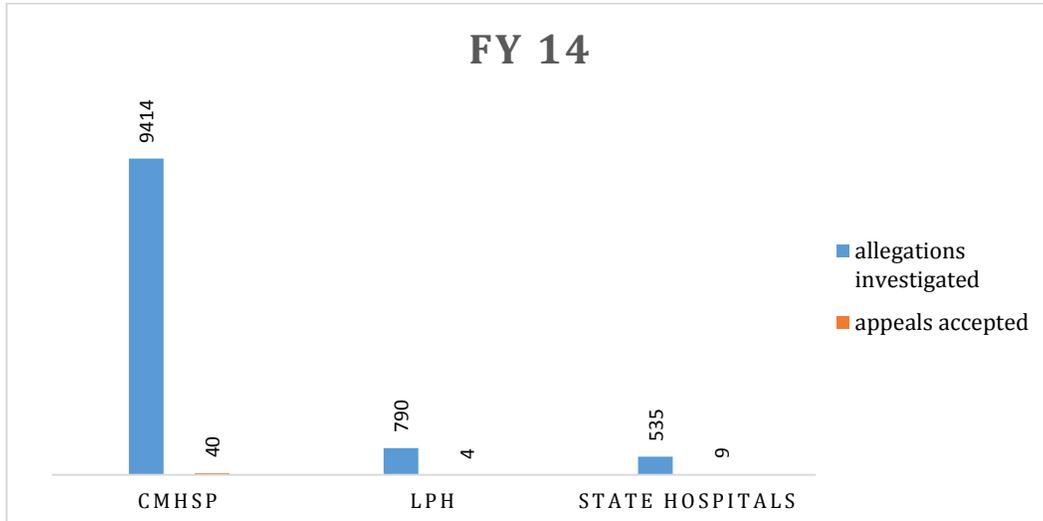
Staffing Levels



Sources of Complaints Received



Allegations Investigated vs Appeals Accepted



PATTERNS AND TRENDS IN RECIPIENT RIGHTS

All data submitted for FY 16 can be evaluated against prior years' reports, which can be found at www.michigan.gov/recipientrights. Select information was pulled from prior reports and reviewed for patterns and trends as depicted in Appendix N. Appendix N will show that the number allegations involving a Mental Health Code protected right have remained consistent over the last several years, with some decline over the long term. Further, CMHSP aggregate staffing levels have increased by 3.3 FTE's (120 hours) overall, after two years of decline; LPH staffing levels have varied, but have decreased by 52 hours overall, with no change in the number of hospitals or units. Recipients of services continue to be the primary source of complaints received, with minimum reporting by staff at LPHs and MDHHS hospitals and centers. Lastly, there are very few appeals in comparison to the number of allegations across the entire system.