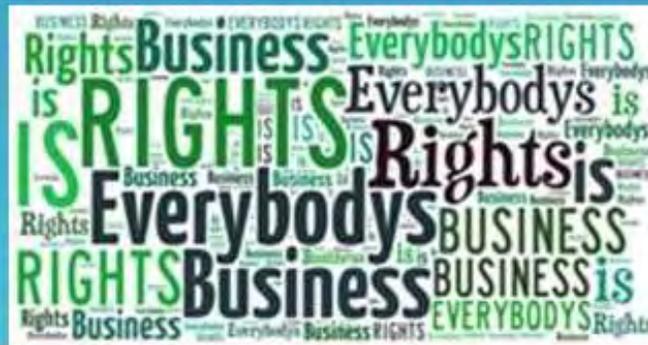


MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES

OFFICE OF RECIPIENT RIGHTS

JOHN T. SANFORD, ESQ., DIRECTOR

Annual Report FY 2015



www.michigan.gov/mdhhs

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FY 2015 IN REVIEW



CMHSP Assessments: 15

46
Community Mental Health Service Providers

56
Licensed Private Hospitals/Units

5
State Operated Hospitals and Centers

Training
Knowledge, useful abilities, backbone of a team required for a team to succeed.
Participants in MDHHS-ORR sponsored training: **1,545**



Written referrals from MDHHS-ORR: **265**

Number of PIHPs: 10



John Sanford celebrated **30 years** as Director of MDHHS-ORR.

Total allegations system wide: 16,277



MDCH & MDHS Merger: **April 2015**



External investigations conducted by MDHHS-ORR: 2



Celebrated over **35 years**



Persons served by CMHSP programs: **274,124**



Abuse & Neglect Allegations System-wide: 4,690

THE ANNUAL REPORT

This Annual Report reflects the requirements outlined in Section 330.1754.

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 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

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**

¹ No consumer surveys were conducted in FY 2015

RIGHTS PROTECTION IN MICHIGAN

PA 258 of 1974, the Michigan Mental Health Code (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/U) licensed by the Department of Licensing and Regulatory Affairs (LARA). As of the end of FY 15, there were 46 CMHSPs and 56 LPH/Us.

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) within the Director's Office of the Michigan Department of Health and Human Services. 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 for developmental disabilities,*
- 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/U).*

MDHHS-ORR consists of 19 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 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;
- Provides new hire training to all employees of the facilities; and
- Educates consumers about their rights.

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

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 LPH/Us.

The Community Rights Unit also provides information and referral services.

ASSESSMENT PROCESS

The Mental Health Code also 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. These standards have to be reviewed by the department and MDHHS-ORR serves that function.

Each CMHSP recipient rights system is reviewed annually by two ORR Community Rights Specialists through careful evaluation of and follow-up on semi-annual and annual reports submitted by each CMHSP. Further, each CMHSP also receives a three-day on-site assessment once every three years.

ASSESSMENTS RESULTS – FY 2015

Fifteen CMHSPs' rights protection systems were evaluated through onsite assessments conducted by MDHHS-ORR's Community Rights Unit Specialists. The specialists use a key assessment tool, known as Attachment A, to identify which specific areas a rights system excels or has difficulty. Attachment A standards are organized into seven separate sections, with each section assigned a maximum score as reflected in the table below:

| Section | Multiplier | Maximum Points (2014) | Maximum Points (2015) |
|-------------------------------------|------------|-----------------------|-----------------------|
| CMHSP Responsibilities | 1.5 | 42 | 39 |
| ORR Requirements | 1.5 | 39 | 36 |
| Semi and Annual Reports | 1.0 | 6 | 6 |
| Policies | 1.0 | 50 | 50 |
| Recipient Rights Advisory Committee | 1.0 | 24 | 24 |

| Section | Multiplier | Maximum Points (2014) | Maximum Points (2015) |
|------------------------------------|------------|-----------------------|-----------------------|
| Complaint Investigation/Resolution | 1.5 | 102 | 102 |
| Appeal/Dispute Resolution | 1.0 | 16 | 16 |
| Total | | 279 | 273 |

The multiplier reflects the weighted difficulty or complexity of the standards contained in each section. Each standard is scored at 2 points for full compliance, 1 point for partial compliance and 0 points for non-compliance. The minimum score required for substantial compliance (SC) with established standards is 265 out of a possible 279, and 259 out of a possible 273, respectively, for the scheduled assessments in calendar years 2014 and 2015. The minimum scores reflect a 95% compliance rate of the full compliance (FC) score.

If it is 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 is scored as less than substantial compliance (LSC), even if the overall score was in the range of substantial compliance. Evidence that the repeat citation has been corrected must be provided to MDHHS-ORR within 30 days of receipt of the assessment report by the CMHSP.

The table below provides the outcomes of assessments for FY 15.

| DATE | CMHSP | SCORE | RESULTS |
|------------------------------|---|-------|---------|
| September 30-October 2, 2014 | Lenawee County CMH | 279 | FC |
| October 28-30, 2014 | Tuscola Behavioral Health System | 277.5 | SC |
| November 18-20, 2014 | Sanilac County CMH Services | 279 | FC |
| December 12-4, 2014 | Summit Pointe Behavioral Health | 266.5 | SC |
| March 10-12, 2015 | Monroe County CMH Authority | 273 | FC |
| March 24-26, 2015 | Montcalm Center for Behavioral Health | 273 | FC |
| April 14-16, 2015 | Woodlands Behavioral Healthcare Network | 264 | LSC |
| April 28-30, 2015 | Allegan County CMH Services | 273 | FC |
| May 12-14, 2015 | Gratiot County CMH Services | 270 | SC |
| June 2-4, 2015 | St. Clair County MHA | 270 | SC |
| June 16-18, 2015 | Newago County CMH Services | 273 | FC |
| July 7-9, 2015 | Northpointe Behavioral Healthcare Systems | 271.5 | SC |
| July 21-23, 2015 | West Michigan CMH | 273 | FC |
| August 4-5, 2015 | Gogebic County CMH Services | 264 | SC |
| August 18 - 20, 2015 | Northeast Michigan CMH Authority | 273 | FC |

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 LPH/Us.

In FY 15 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 92 attendees in the four informational sessions offered.

THE EDUCATION AND TRAINING UNIT

Develops and presents educational and training programs to foster consistent implementation of recipient rights protection across the state. The Education and Training Unit is also responsible for the annual Recipient Rights Conference.

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

- Offers a six-day orientation (Basic Skills I and II) program (five times per year) that all new recipient rights staff system-wide must attend and successfully complete
- Provides mandatory rights education programs for newly hired CMHSP Directors
- Coordinates recipient rights training programs provided to all staff in MDHHS Hospitals and Centers
- Oversees the new hire rights orientation for all MDHHS Central Office staff
- Develops and presents additional rights related training programs for recipient rights staff system-wide
- Develops the curriculum for, and oversees the implementation of, the annual Recipient Rights Conference

The number of people attending MDHHS-ORR sponsored training or online training programs during FY 15 was 1, 545. For a full description of training program content, refer to Appendix C.

TRAINING RECEIVED BY MDHHS-ORR RECIPIENT RIGHTS STAFF

The Mental Health Code Section 330.1754 (1)(d) requires that “Staff of the state office of recipient rights receive training each year in recipient rights protection.” Training received by MDHHS-ORR Recipient Rights Staff (and recipient rights staff statewide) is organized into the following categories:

Category I: Operations – Programs that support and enhance the fundamental scope of responsibilities and effective work of recipient rights staff.

Category II: Legal Foundations – Programs that enhance the understanding and application of the Mental Health Code, Administrative Rules, Disability and Human Rights Laws, Federal Laws and regulations and any other laws addressing the legal rights of a mental health recipient.

Category III: Leadership - Programs that support and enhance the leadership abilities of rights staff.

Category IV: Augmented Training - Programs that contain information that would help rights staff better understand the people they serve, their disabilities, their families, or training indirectly related to rights but affecting rights.

MDHHS-ORR Recipient Rights Staff received a total of **547.75 hours** of training as reflected below.

| Operations (I) | Legal Foundations (II) | Leadership (III) | Augmented (IV) |
|-----------------------|-------------------------------|-------------------------|-----------------------|
| 278.5 hours | 40.5 hours | 48.5 hours | 180.25 hours |

RECIPIENT RIGHTS CONFERENCE FY 15

The Recipient Rights Conference had its inception in 1994 and has been conducted annually since then. The goals of the conference are 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 CMHSPs. The consumer scholarship covers the cost of registration and hotel accommodations; travel expenses are provided by the sponsoring CMHSP. The Director of the 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. All conference sessions were approved for continuing education units for Michigan Social Workers and for Recipient Rights continuing education credits.

Two conferences were held in FY15 due to a switch in accounting processes for the Conference, which included the Michigan Association of Community Mental Health Boards to be responsible for conference logistics. The conference remains a self-funded event.



The 21st annual conference, Partnership in Rights” was held October 7-10, 2014 at the Amway Grand Hotel in Grand Rapids. Two hundred forty-four individuals attended, including three consumers who were chosen to receive scholarships.

The conference featured a pre-conference session on Detecting Deception, an opening keynote session with the author of “Annie’s Ghost,” Steve Luxenberg, and a closing general session featuring Lt. Governor Brian Calley, along with 20 breakout sessions whose topics included, “Evidence Analysis,” “Interviewing Individuals with Complex Communication Needs,” “Best Practices in Hospital Rights,” and “Getting to the Truth: Powerful Interviewing.”



The 22nd annual conference, Partnership in Rights” was held September 16-18, 2015, at the Radisson Hotel and Suites in Kalamazoo. Two hundred thirty-eight individuals attended, including seven consumers who were chosen to receive scholarships. To limit fees for the conference, as it was the

second on of the fiscal year, the pre-conference session was eliminated. The opening keynote session featured motivational speaker Jonathan Edison and the closing general session was an overview of Trauma Informed Approaches presented by Raul Almazar.

AWARDS PRESENTED AT THE RECIPIENT RIGHTS CONFERENCE

Each year the Director of the 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 following are the honorees for FY 2015.

Director’s Award for Innovation in Rights Protection

To be considered for this award, a rights office will have created a new and different way of enacting 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 certain wide-range systemic problems, etc. The rights office will show a demonstrated willingness to share the innovation with others when possible. As a result of this innovation, rights office will have 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).

Director's Award for Advocacy on Behalf of Mental Health Recipients

To be considered for this award, a rights office will have made an outstanding contribution toward or have gone through extraordinary means to directly or indirectly advocate on behalf of people receiving mental health services. This may include exceptional effort or initiative by the rights office directly advocating on behalf of consumers. It may also include extraordinary indirect advocacy, such as a rights office acting as a catalyst for positive change, inspiring other entities or systems within or outside of mental health, to realize their roles in championing the rights or needs of recipients.

2014

**Renee Richards, Mercy Memorial Hospital System
Honorable Judge Frank Arnold, Monroe County Probate Court**

2015

Lisa Haywood, Henry Ford Wyandotte Hospital

Director's Award for Consumer Empowerment

To be considered for this award, a rights office has made a profound or uniquely positive difference in the lives of consumers, so that consumers are empowered to transcend the "world of disability" and live a transformed life of self-advocacy. Due to the initiative or effort of the rights office, consumers advocate for themselves in the protection of their own rights to the fullest extent possible, engendering hope, control of their own lives, and a place in society.

2014

Cheryl Parker, Newago County CMH Services

2015

Tamera Varkas, Beaumont Hospital-Taylor

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 Advisory 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.

2014

Todd Koopsman

2015

Donna Orrin (posthumously)

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/U) that have entered into an agreement to use the Department’s Appeals Committee in lieu of appointing their own. Fifty-one LPH/Us 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 15.

Number of Requests for Appeal: 9

Appeals Heard from State Hospital/Centers:

- 1 Caro Center
- 4 Hawthorn Center

Appeals Heard from LPH/U:

- 1 Allegiance Health
- 1 Forest View
- 1 Harbor Oaks
- 1 HealthSource Saginaw

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

- 2 Upheld findings of rights office and action taken
- 7 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 LPH/Us

All 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 COMPARATIVE DATA

Appendix E 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 15. A complete report of CMHSP data for FY 15 can be found in Appendix F (complaint resolution data) and Appendix G (remedial action for substantiated abuse, neglect and retaliation).

LPH/U COMPARATIVE DATA

The table which will be found in Appendix I indicates, in addition to the number of patient days and the number of hours devoted to rights/40, the basic complaint information for FY 15. A complete report of LPH/U data for FY 15 can be found in Appendix J (complaint resolution data) and Appendix K (remedial action for substantiated abuse, neglect and retaliation).

CMHSP AND LPH/U TRAINING DATA

All CMHSPs and LPH/Us 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 if mandated by policy or contract, annual update training in rights is also required.

Education of consumers receiving services is not currently mandated, although frequently provided by many CMHSPs. The tables, which can be found in Appendices H and L, indicate the training activities carried out by CMHSPs and LPH/Us, respectively in FY 15. Due to the variations in training length and titles, the FY 15 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 15 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 M. Appendix M will show that the number allegations involving a Mental Health Code protected right have remained consistent over the last several years. Further, CMHSP aggregate staffing levels have decreased; LPH/U staffing levels have varied. Recipients of services continue to be the primary source of complaints received with minimum reporting by staff at LPH/Us and MDHHS hospitals and center. Lastly, there are very few appeals in comparison to the number of allegations.

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

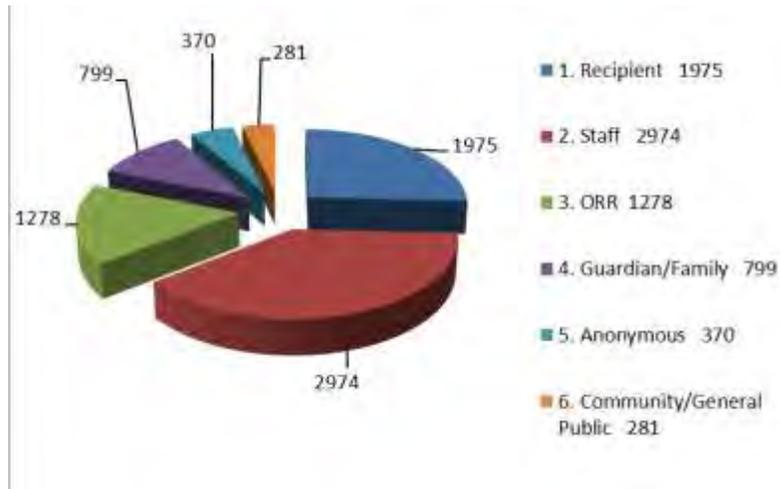
Oakland CMH Authority Board Member following a Board Study Session on Recipient Rights

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 15 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 LPH/Us.

Sources of Complaints Received – FY 15

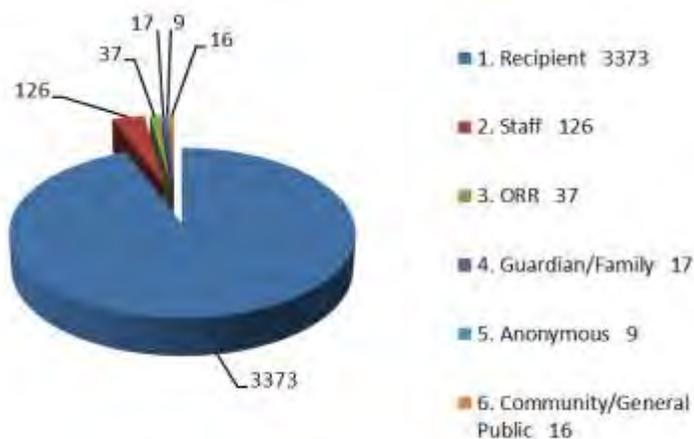
CMHSPs



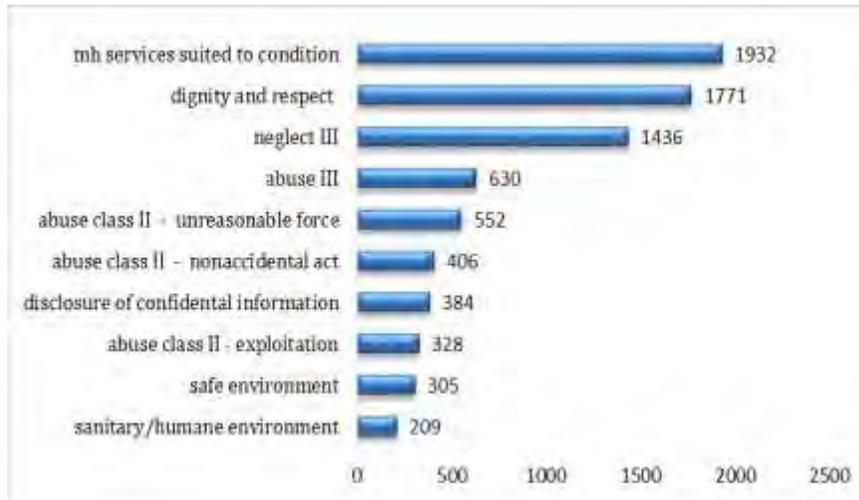
LPH/Us



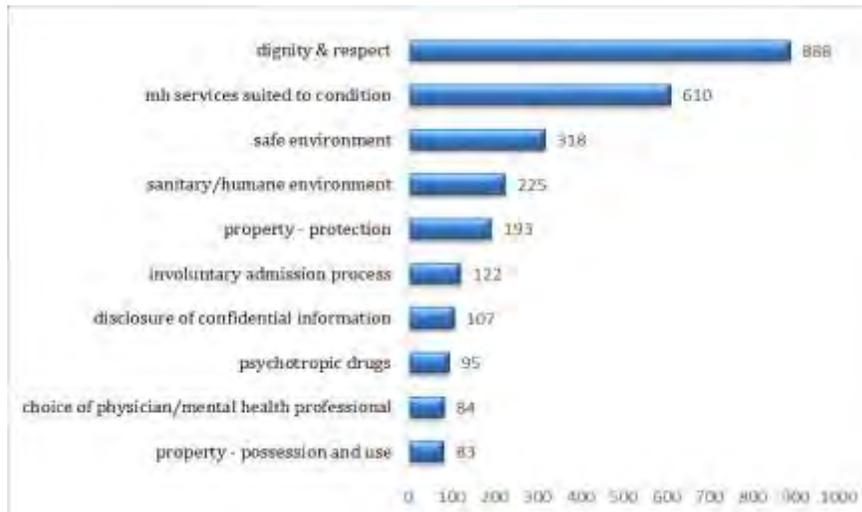
MDHHS Hospitals and Centers



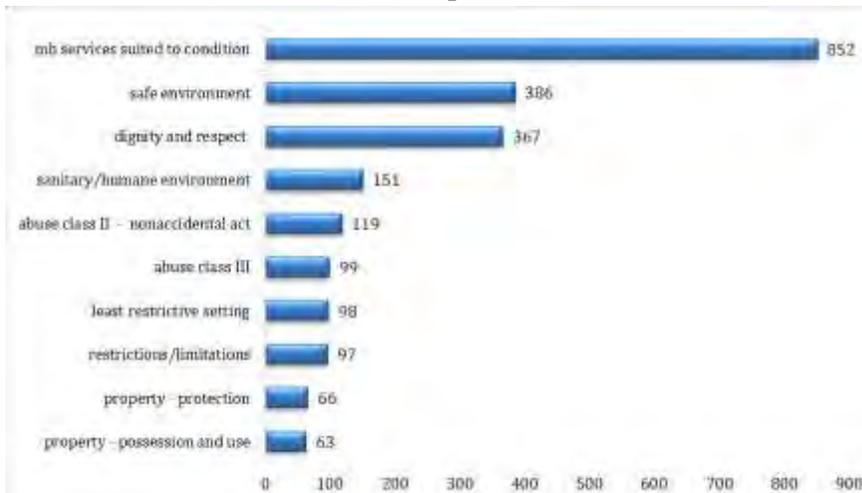
Top Ten Types of Allegations Received – FY 15 CMHSPs



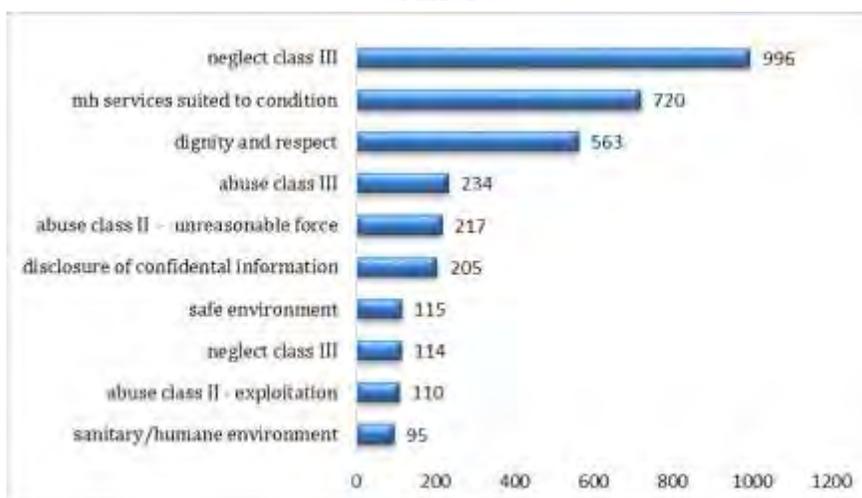
LPH/Us



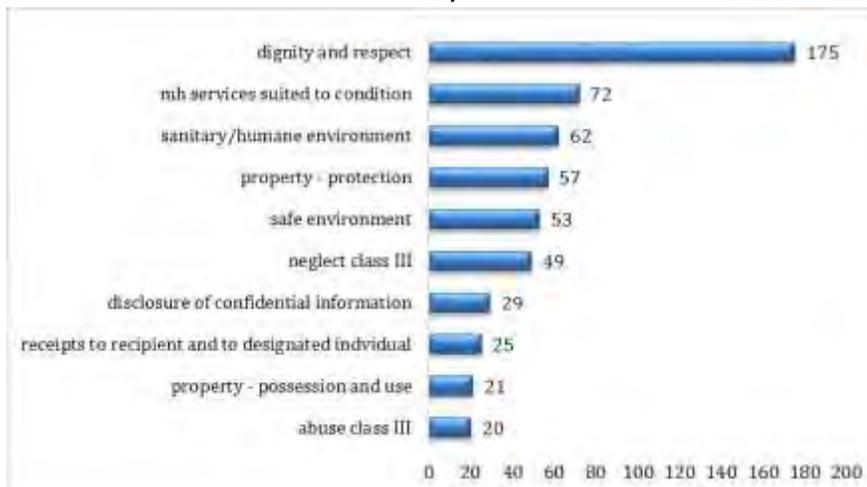
MDHHS Hospitals and Centers



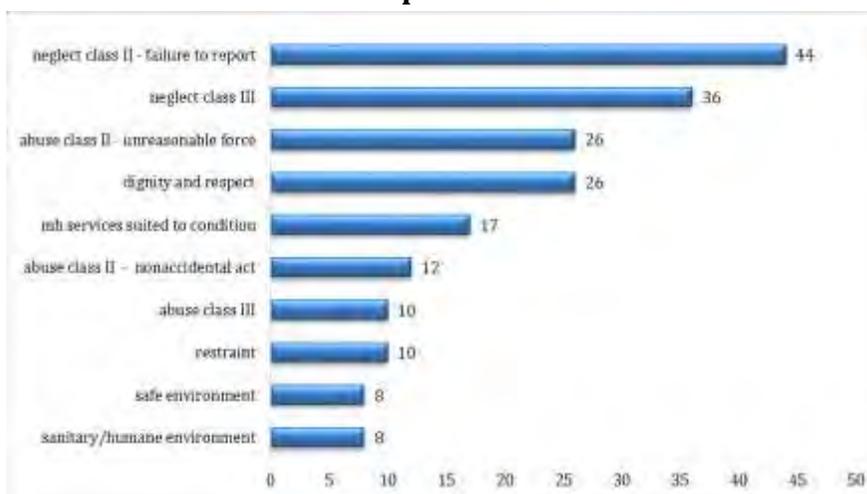
Top Ten Substantiated Violations – FY 15 CMHSPs



LPH/Us



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:

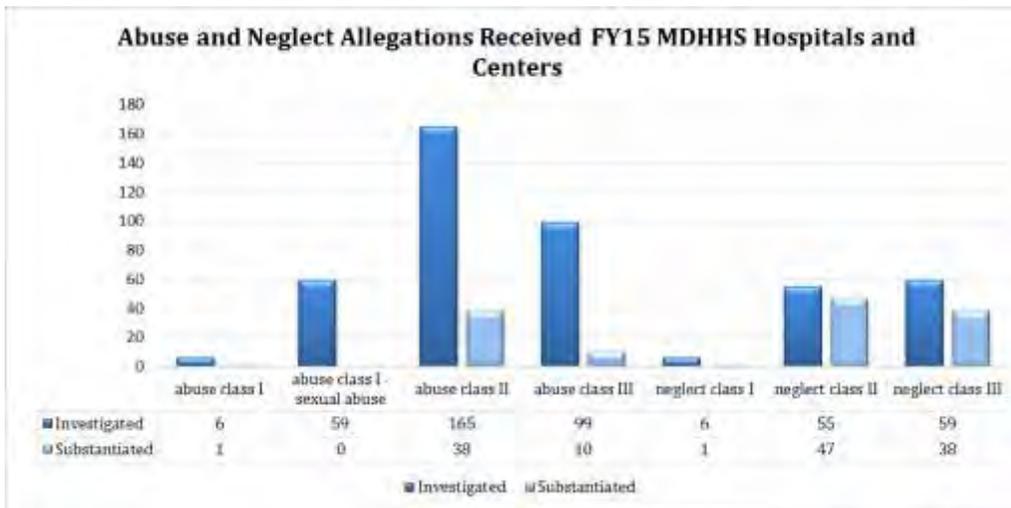
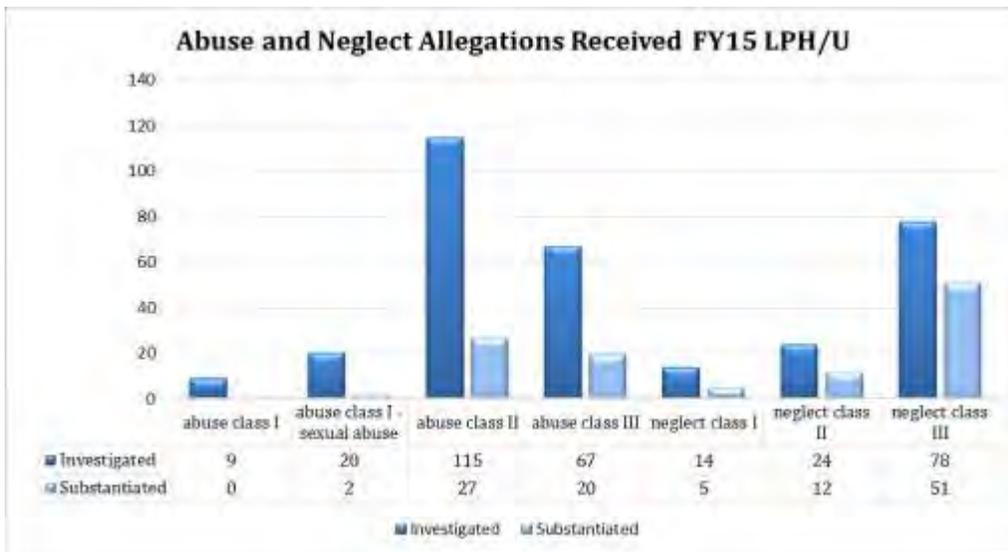
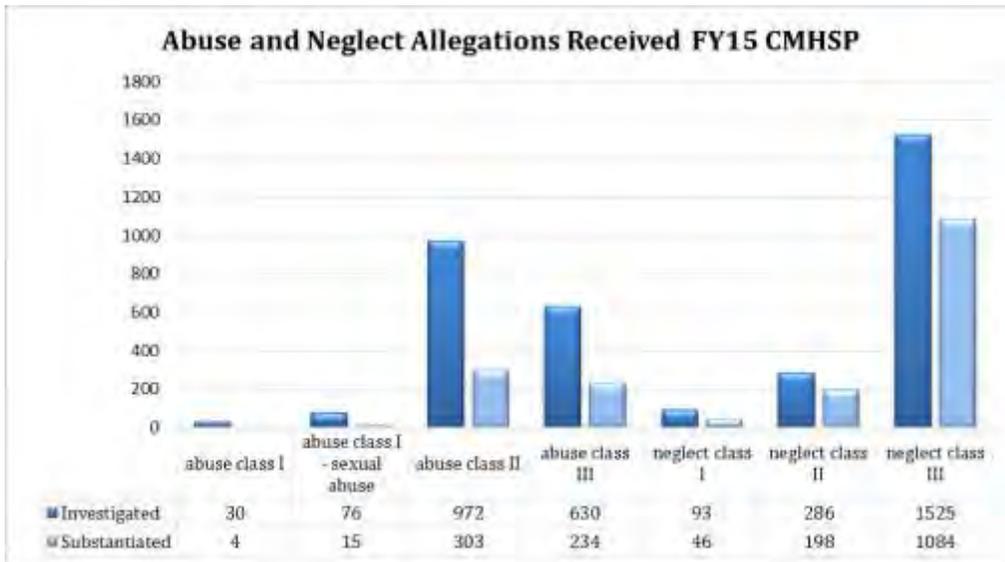
- (i) Acts of commission or omission by an employee, volunteer, or agent of a provider that result from noncompliance with a standard of care or treatment required by law and/or rules, policies, guidelines, written directives, procedures, or individual plan of service and causes or contributes to the 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.



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 15 are listed in the table below.

| | FY12 | FY13 | FY14 | Variance from FY13 | FY15 | Variance from FY14 |
|------------------------|--------------|--------------|--------------|--------------------|--------------|--------------------|
| Source of Expenditures | General Fund | General Fund | General Fund | | General Fund | |
| FTE | 18 | 19 | 19 | 0 | 19 | 0 |
| Salary & Fringe | \$1,807,928 | \$2,230,649 | \$2,399,391 | \$168,742 | \$2,423,356 | \$23,965 |
| CSS&M | \$77,701 | \$79,628 | \$90,000 | \$10,372 | \$90,000 | 0 |
| Travel | \$55,416 | \$55,168 | \$57,000 | \$1,832 | \$62,700 | \$5,700 |
| MPHI - training | | | \$2,000 | \$2,000 | \$2,000 | 0 |
| Total | \$1,941,063 | \$2,365,444, | \$2,548,391 | \$180,947 | \$2,578,056 | \$29,665 |

“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

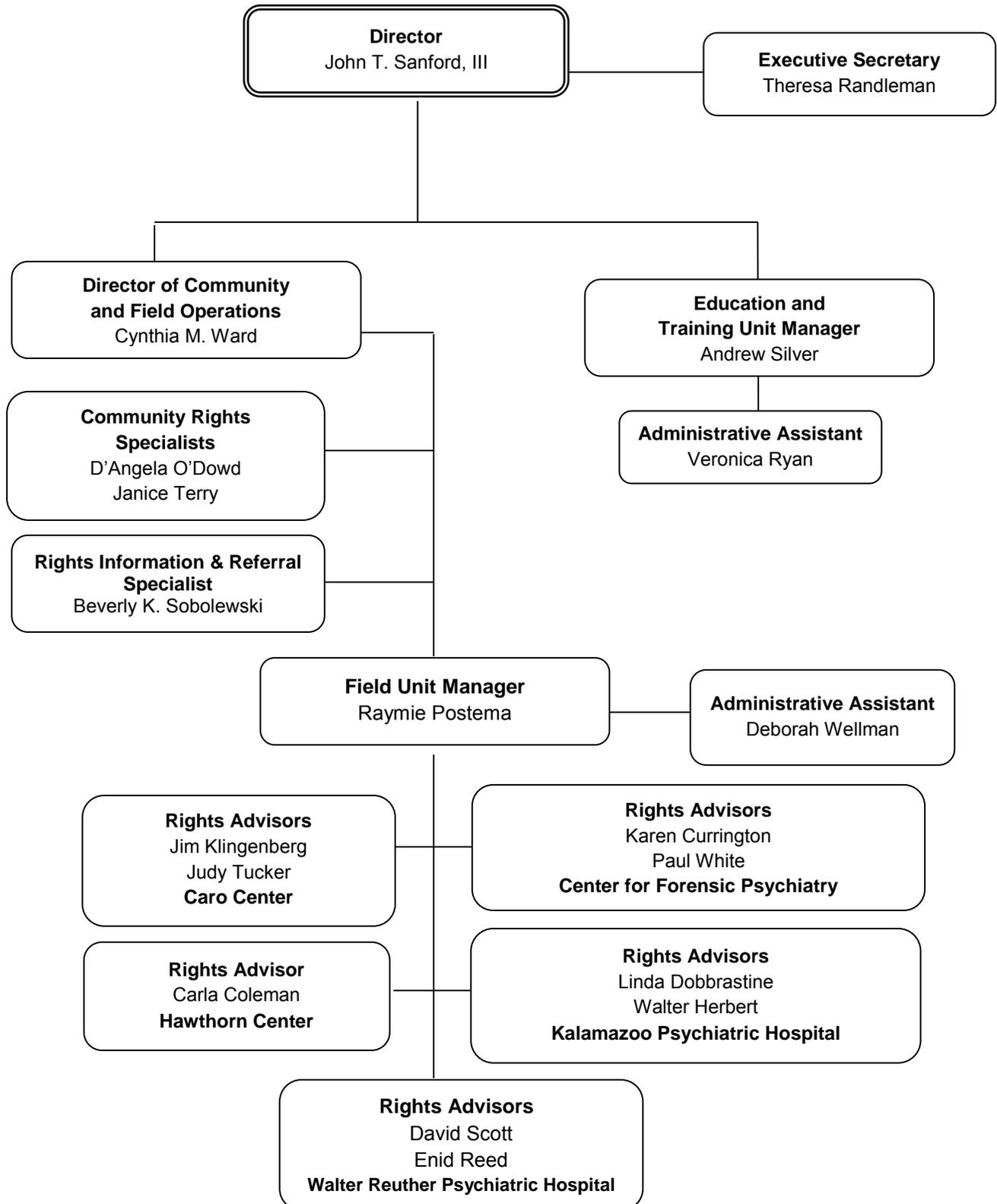
RECOMMENDATIONS TO THE DEPARTMENT

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 2017 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 standard 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 Leadership should establish a workgroup, with representatives from ORR, to steer the system transformation of state-operated hospitals and centers by:
 - a. Improving the culture of systems of care
 - b. Supporting maximum consumer choice and control
 - c. Improving the quality of supports and services
 - d. Developing and maintaining a competent workforce
4. MDHHS should develop and implement the following policies and procedures to ensure appropriate and full rights protection is provided 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 MDHHS staff from harassment or retaliation resulting from recipient rights activities as required by MHC 330.1754[3][b]
5. 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.
6. MDHHS should establish a monitoring mechanism, through visible and robust governance, to ensure that each of its state-operated hospitals and centers is in compliance with all laws, rules, and policies of the department.

7. The Office of Recipient Rights recommends that MDHHS increase the staff resources for the Education and Training Unit. This would provide the resources necessary to: a) reduce the utilization of other ORR staff in training activities and; b) begin the development and implementation of curriculum objectives that focus on utilizing assistive training technologies to benefit consumers and family members.

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 FY15



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 COURSE CONTENT - FY15

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/U 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 and 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/U 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 Training Unit has developed an online Recipient Rights Training Course for all newly hired MDHHS Central Office staff. During FY 2015, 885 people went through this training program.

APPENDIX D: COMPLAINT DATA - MDHHS OPERATED HOSPITALS - FY15

Following is the MDHHS-ORR complaint data and remedial action taken for FY 2015 by individual facility.

Caro p 28

Center for Forensic Psychiatry p 34

Hawthorn Center p 41

Kalamazoo p 47

Walter Reuther p 55

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.

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.

Agency: Caro Center

Rights Advisors: Jim Klingenberg and Judy Tucker

Part A: Totals

| | |
|-------------------------------------|------------|
| Allegations | 950 |
| Interventions | 637 |
| Investigations | 138 |
| No right/No jurisdiction | 175 |
| Interventions Substantiated | 5 |
| Investigations Substantiated | 31 |

Part B: Aggregate Summary

1. Freedom from Abuse

| Code | Category | Received | Investigations | Investigations Substantiated |
|-------|--|----------|----------------|------------------------------|
| 7221 | abuse class I | 1 | 1 | 1 |
| 72221 | abuse class II - nonaccidental act | 20 | 20 | 1 |
| 72222 | abuse class II - unreasonable force | 10 | 10 | 1 |
| 72223 | abuse class II - emotional harm | | | |
| 72224 | abuse class II - treating as incompetent | | | |
| 72225 | abuse class II - exploitation | | | |
| 7223 | abuse class III | 32 | 32 | |
| 7224 | abuse class I - sexual abuse | 19 | 19 | |

2. Freedom from Neglect

| Code | Category | Received | Investigations | Investigations Substantiated |
|-------|---------------------------------------|----------|----------------|------------------------------|
| 72251 | neglect class I | 3 | 3 | 1 |
| 72252 | neglect class I - failure to report | | | |
| 72261 | neglect class II | 4 | 4 | |
| 72262 | neglect class II - failure to report | | | |
| 72271 | neglect class III | 25 | 25 | 16 |
| 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 | 1 | 1 | | | |
| 7044 | religious practice | 1 | 1 | | | |
| 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 | 2 | 2 | 1 | | |
| 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 | | | |
| 7262 | contact with attorneys or others regarding legal matters | | | | | |
| 7263 | access to telephone, mail | 11 | 11 | | | |
| 7264 | funds for postage, stationery, telephone usage | | | | | |
| 7265 | written and posted limitations, if established | | | | | |
| 7266 | uncensored mail | 1 | 1 | | | |

8. Confidentiality/Privileged Communications/Disclosure

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|---|----------|---------------|-----------------------------|----------------|------------------------------|
| 7481 | disclosure of confidential information | 4 | 4 | | | |
| 7485 | withholding of information (includes recipient access to records) | | | | | |
| 7486 | correction of record | 5 | 5 | | | |
| 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 | 85 | 82 | | 3 | 1 |
| 7082 | sanitary/humane environment | 53 | 53 | 1 | | |
| 7086 | least restrictive setting | 44 | 44 | | | |

10. Freedom of Movement

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--------------------------|----------|---------------|-----------------------------|----------------|------------------------------|
| 7441 | restrictions/limitations | 24 | 24 | | | |
| 7400 | restraint | 4 | 1 | | 3 | 2 |
| 7420 | seclusion | | | | | |

11. Financial Rights

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|------------------------------------|----------|---------------|-----------------------------|----------------|------------------------------|
| 7301 | safeguarding money | 10 | 10 | | | |
| 7302 | facility account | 4 | 4 | | | |
| 7303 | easy access to money in account | 1 | 1 | | | |
| 7304 | ability to spend or use as desired | 2 | 2 | | | |
| 7305 | delivery of money upon release | | | | | |
| 7360 | labor & compensation | 1 | 1 | | | |

12. Personal Property

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 7267 | access to entertainment materials, information, news | 4 | 4 | | | |
| 7281 | possession and use | 17 | 17 | | | |
| 7282 | storage space | | | | | |
| 7283 | inspection at reasonable times | 1 | 1 | | | |
| 7285 | exclusions | | | | | |
| 7286 | limitations | | | | | |
| 7287 | receipts to recipient and to designated individual | | | | | |
| 7288 | waiver | | | | | |
| 7289 | protection | 15 | 15 | | | |

13. Suitable Services

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 1708 | dignity and respect | 85 | 67 | | 18 | 8 |
| 7003 | informed consent | | | | | |
| 7029 | information on family planning | | | | | |
| 7049 | treatment by spiritual means | | | | | |
| 7080 | mh services suited to condition | 249 | 249 | 3 | | |
| 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 | 35 | 35 | | | |

14. Treatment Planning

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 7121 | person-centered process | | | | | |
| 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 | | 775 | 637 | 5 | 138 | 31 |

17. No Right Involved

| Code | Category | Received |
|------|-------------------|----------|
| 0000 | no right involved | 156 |

18. Outside Provider Jurisdiction

| Code | Category | Received |
|------|-------------------------------|----------|
| 0001 | outside provider jurisdiction | 19 |

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.**

Remedial Action Taken for Substantiated Rights Violations: Caro Center

| Category (from Complaint Data) | Remedial Action |
|-------------------------------------|---|
| abuse class I | Employment Termination |
| abuse class II - nonaccidental act | Employee left the agency, but substantiated |
| abuse class II - unreasonable force | Suspension |
| neglect class I | Employment Termination |
| neglect class III | Written Reprimand |
| neglect class III | Employment Termination |
| neglect class III | Written Counseling |
| neglect class III | Employment Termination |
| neglect class III | Written Reprimand |
| neglect class III | Written Reprimand |

| Category (from Complaint Data) | Remedial Action |
|---------------------------------------|----------------------------------|
| neglect class III | Employment Termination |
| neglect class III | Employment Termination |
| neglect class III | Suspension |
| neglect class III | Written Reprimand |
| neglect class III | Written Reprimand |
| neglect class III | Employment Termination |
| neglect class III | Employment Termination |
| dignity and respect | Written Reprimand |
| dignity and respect | Written Counseling |
| dignity and respect | Written Counseling |
| dignity and respect | Written Counseling |
| dignity and respect | Written Reprimand |
| dignity and respect | Employment Termination |
| dignity and respect | Written Reprimand |
| dignity and respect | Written Reprimand |
| family dignity & respect | Written Counseling |
| mh services suited to condition | Written Counseling |
| mh services suited to condition | Written Counseling |
| restraint | Verbal Counseling |
| restraint | Written Counseling |
| safe environment | Other |
| sanitary/humane environment | Environmental Repair/Enhancement |
| sanitary/humane environment | Written Counseling |

Agency: Center for Forensic Psychiatry
Rights Advisors: Karen Currington and Paul White

Part A: Totals

| | |
|-------------------------------------|-------------|
| Allegations | 1068 |
| Interventions | 621 |
| Investigations | 58 |
| No right/No jurisdiction | 389 |
| Interventions Substantiated | 21 |
| 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 | 10 | 10 | 2 |
| 72222 | abuse class II - unreasonable force | 4 | 4 | |
| 72223 | abuse class II - emotional harm | | | |
| 72224 | abuse class II - treating as incompetent | | | |
| 72225 | abuse class II - exploitation | 1 | 1 | |
| 7223 | abuse class III | 17 | 17 | |
| 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 | | | |
| 72262 | neglect class II - failure to report | 1 | 1 | 1 |
| 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 | 1 | 1 | | | |
| 7520 | failure to report | | | | | |
| 7545 | retaliation/harassment | | | | | |
| 7760 | access to rights system | | | | | |
| 7780 | complaint investigation process | 6 | 6 | | | |
| 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 | 3 | 3 | | | |
| 4630 | independent clinical examination | 1 | 1 | | | |
| 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 | | | |
| 7044 | religious practice | 3 | 3 | | | |
| 7045 | voting | 1 | 1 | | | |
| 7047 | presumption of competency | 3 | 3 | | | |
| 7284 | search/seizure | 6 | 6 | 1 | | |

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 | 1 | | |
| 7262 | contact with attorneys or others regarding legal matters | 3 | 3 | 1 | | |
| 7263 | access to telephone, mail | 11 | 11 | | | |
| 7264 | funds for postage, stationery, telephone usage | | | | | |
| 7265 | written and posted limitations, if established | 3 | 3 | | | |
| 7266 | uncensored mail | 1 | 1 | | | |

8. Confidentiality/Privileged Communications/Disclosure

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|---|----------|---------------|-----------------------------|----------------|------------------------------|
| 7481 | disclosure of confidential information | 7 | 2 | | 5 | 1 |
| 7485 | withholding of information (includes recipient access to records) | 2 | 2 | | | |
| 7486 | correction of record | 1 | 1 | | | |
| 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 | 90 | 88 | 5 | 2 | |
| 7082 | sanitary/humane environment | 38 | 38 | 6 | | |
| 7086 | least restrictive setting | 15 | 15 | | | |

10. Freedom of Movement

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--------------------------|----------|---------------|-----------------------------|----------------|------------------------------|
| 7441 | restrictions/limitations | 18 | 16 | | 2 | 1 |
| 7400 | Restraint | | | | | |
| 7420 | Seclusion | | | | | |

11. Financial Rights

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|------------------------------------|----------|---------------|-----------------------------|----------------|------------------------------|
| 7301 | safeguarding money | 10 | 10 | | | |
| 7302 | facility account | 19 | 19 | | | |
| 7303 | easy access to money in account | 4 | 4 | | | |
| 7304 | ability to spend or use as desired | 1 | 1 | | | |
| 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 | 2 | 2 | | | |
| 7281 | possession and use | 13 | 13 | | | |
| 7282 | storage space | 1 | 1 | | | |
| 7283 | inspection at reasonable times | | | | | |
| 7285 | Exclusions | | | | | |
| 7286 | Limitations | | | | | |
| 7287 | receipts to recipient and to designated individual | | | | | |
| 7288 | Waiver | | | | | |
| 7289 | Protection | 25 | 25 | 4 | | |

13. Suitable Services

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 1708 | dignity and respect | 77 | 65 | | 12 | 6 |
| 7003 | informed consent | | | | | |
| 7029 | information on family planning | | | | | |
| 7049 | treatment by spiritual means | | | | | |
| 7080 | mh services suited to condition | 263 | 260 | 3 | 3 | |
| 7100 | physical and mental exams | 3 | 3 | | | |
| 7130 | choice of physician/mental health professional | | | | | |
| 7140 | notice of clinical status/progress | | | | | |
| 7150 | services of mental health professional | 1 | 1 | | | |
| 7160 | Surgery | | | | | |
| 7170 | electro convulsive therapy (ect) | | | | | |
| 7180 | psychotropic drugs | 4 | 4 | | | |
| 7190 | notice of medication side effects | | | | | |

14. Treatment Planning

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 7121 | person-centered process | 4 | 4 | | | |
| 7122 | timely development | | | | | |
| 7123 | requests for review | | | | | |
| 7124 | participation by individual(s) of choice | 1 | 1 | | | |
| 7125 | assessment of needs | 1 | 1 | | | |

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 | 679 | 621 | 21 | 58 | 12 |
|--------|-----|-----|----|----|----|

17. No Right Involved

| Code | Category | Received |
|------|-------------------|----------|
| 0000 | no right involved | 352 |

18. Outside Provider Jurisdiction

| Code | Category | Received |
|------|-------------------------------|----------|
| 0001 | outside provider jurisdiction | 37 |

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.**

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 - nonaccidental act | Suspension |
| contact with attorneys or others regarding legal matters | Other |
| neglect class II - failure to report | Written Counseling |
| neglect class III | Written Reprimand |
| dignity and respect | Employee left the agency, but substantiated |
| dignity and respect | Training |
| dignity and respect | Written Counseling |
| dignity and respect | Training |
| dignity and respect | Training |
| dignity and respect | Training |
| disclosure of confidential information | Written Reprimand |
| mh services suited to condition | Plan of Service Revision |
| mh services suited to condition | Other |
| mh services suited to condition | Other |
| property - protection | Other |

| Category (from Complaint Data) | Specific Remedial Action(s) |
|--------------------------------|---|
| restrictions/limitations | Training |
| safe environment | Other |
| safe environment | Other |
| safe environment | Plan of Service Revision |
| safe environment | Other |
| safe environment | Recipient Transfer to Another Provider/Site |
| sanitary/humane environment | Environmental Repair/Enhancement |
| sanitary/humane environment | Other |
| search/seizure | Other |
| visits | Training |

Agency: Hawthorn Center
Rights Advisor: Carla Coleman

Part A: Totals

| | |
|-------------------------------------|------------|
| Allegations | 321 |
| Interventions | 251 |
| Investigations | 59 |
| No right/No jurisdiction | 11 |
| Interventions Substantiated | 6 |
| Investigations Substantiated | 13 |

Part B: Aggregate Summary

1. Freedom from Abuse

| Code | Category | Received | Investigations | Investigations Substantiated |
|-------|--|----------|----------------|------------------------------|
| 7221 | abuse class I | 2 | 2 | |
| 72221 | abuse class II - nonaccidental act | 19 | 19 | 1 |
| 72222 | abuse class II - unreasonable force | 7 | 7 | 3 |
| 72223 | abuse class II - emotional harm | | | |
| 72224 | abuse class II - treating as incompetent | | | |
| 72225 | abuse class II - exploitation | | | |
| 7223 | abuse class III | 9 | 9 | 3 |
| 7224 | abuse class I - sexual abuse | 4 | 4 | |

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 | 1 |
| 72262 | neglect class II - failure to report | 1 | 1 | |
| 72271 | neglect class III | | | |
| 72272 | neglect class III - failure to report | 3 | 3 | 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 | | | |
| 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) | 1 | 1 | | | |
| 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 | 1 | 1 | | | |

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 | | | | | |
| 7264 | funds for postage, stationery, telephone usage | | | | | |
| 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 | | | | | |
| 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 | 80 | 79 | 1 | 1 | |
| 7082 | sanitary/humane environment | 36 | 36 | | | |
| 7086 | least restrictive setting | 2 | 2 | | | |

10. Freedom of Movement

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--------------------------|----------|---------------|-----------------------------|----------------|------------------------------|
| 7441 | restrictions/limitations | 5 | 5 | 1 | | |
| 7400 | restraint | 6 | 2 | | 4 | 2 |
| 7420 | seclusion | 2 | | | 2 | 2 |

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 | 8 | 8 | | | |

13. Suitable Services

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 1708 | dignity and respect | 43 | 37 | 4 | 6 | |
| 7003 | informed consent | | | | | |
| 7029 | information on family planning | | | | | |
| 7049 | treatment by spiritual means | | | | | |
| 7080 | mh services suited to condition | 79 | 79 | | | |
| 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 | | | | | |
| 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 | | 310 | 251 | 6 | 59 | 13 |

17. No Right Involved

| Code | Category | Received |
|------|-------------------|----------|
| 0000 | no right involved | 10 |

18. Outside Provider Jurisdiction

| Code | Category | Received |
|------|-------------------------------|----------|
| 0001 | outside provider jurisdiction | 1 |

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.**

Remedial Action Taken for Substantiated Rights Violations: Hawthorn Center

| Category (from Complaint Data) | Specific Remedial Action(s) |
|-------------------------------------|---|
| abuse class II - nonaccidental act | Employee left the agency, but substantiated |
| abuse class II - unreasonable force | Employment Termination |
| abuse class II - unreasonable force | Suspension |
| abuse class II - unreasonable force | Suspension |
| abuse class III | Suspension |
| abuse class III | Employee left the agency, but substantiated |
| abuse class III | Written Reprimand |
| dignity and respect | Training |
| dignity and respect | Written Reprimand |
| dignity and respect | Written Reprimand |
| dignity and respect | Training |
| neglect class II | Suspension |

| Category (from Complaint Data) | Specific Remedial Action(s) |
|--------------------------------|---|
| neglect class III | Suspension |
| property - limitations | Training |
| restraint | Training |
| restraint | Employee left the agency, but substantiated |
| safe environment | Verbal Counseling |
| seclusion | Employee left the agency, but substantiated |
| seclusion | Training |

Agency: Kalamazoo Psychiatric Hospital
Rights Advisors: Linda Dobbrastine and Walter Herbert

Part A: Totals

| | |
|-------------------------------------|------------|
| Allegations | 882 |
| Interventions | 459 |
| Investigations | 221 |
| No right/No jurisdiction | 202 |
| Interventions Substantiated | 10 |
| Investigations Substantiated | 103 |

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 | 2 | 2 | |
| 72252 | neglect class I - failure to report | | | |
| 72261 | neglect class II | 3 | 3 | 2 |
| 72262 | neglect class II - failure to report | 44 | 44 | 43 |
| 72271 | neglect class III | 20 | 20 | 10 |
| 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 | | | | | |
| 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 | 3 | 3 | | | |
| 7045 | voting | | | | | |
| 7047 | presumption of competency | 1 | 1 | | | |
| 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 | 2 | 2 | | | |
| 7263 | access to telephone, mail | 17 | 17 | | | |
| 7264 | funds for postage, stationery, telephone usage | | | | | |
| 7265 | written and posted limitations, if established | | | | | |
| 7266 | uncensored mail | 1 | 1 | | | |

8. Confidentiality/Privileged Communications/Disclosure

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|---|----------|---------------|-----------------------------|----------------|------------------------------|
| 7481 | disclosure of confidential information | 1 | 1 | 1 | | |
| 7485 | withholding of information (includes recipient access to records) | 2 | 2 | | | |
| 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 | 72 | 68 | 1 | 4 | |
| 7082 | sanitary/humane environment | 15 | 15 | | | |
| 7086 | least restrictive setting | 36 | 35 | | 1 | |

10. Freedom of Movement

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--------------------------|----------|---------------|-----------------------------|----------------|------------------------------|
| 7441 | restrictions/limitations | 32 | 32 | | | |
| 7400 | Restraint | 9 | 4 | 1 | 5 | 5 |
| 7420 | Seclusion | | | | | |

11. Financial Rights

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|------------------------------------|----------|---------------|-----------------------------|----------------|------------------------------|
| 7301 | safeguarding money | 5 | 5 | | | |
| 7302 | facility account | 1 | 1 | | | |
| 7303 | easy access to money in account | | | | | |
| 7304 | ability to spend or use as desired | 1 | 1 | | | |
| 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 | 3 | 3 | | | |
| 7281 | possession and use | 13 | 13 | | | |
| 7282 | storage space | | | | | |
| 7283 | inspection at reasonable times | | | | | |
| 7285 | Exclusions | | | | | |
| 7286 | Limitations | | | | | |
| 7287 | receipts to recipient and to designated individual | | | | | |
| 7288 | Waiver | | | | | |
| 7289 | Protection | 1 | 1 | | | |

13. Suitable Services

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 1708 | dignity and respect | 136 | 128 | 2 | 8 | 4 |
| 7003 | informed consent | 1 | | | 1 | 1 |
| 7029 | information on family planning | | | | | |
| 7049 | treatment by spiritual means | | | | | |
| 7080 | mh services suited to condition | 134 | 126 | 5 | 8 | 6 |
| 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 | 1 | | | 1 | 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 | | 680 | 459 | 10 | 221 | 103 |

17. No Right Involved

| Code | Category | Received |
|------|-------------------|----------|
| 0000 | no right involved | 177 |

18. Outside Provider Jurisdiction

| Code | Category | Received |
|------|-------------------------------|----------|
| 0001 | outside provider jurisdiction | 25 |

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.**

Remedial Action Taken for Substantiated Rights Violations: Kalamazoo Psychiatric Hospital

| Category (from Complaint Data) | Specific Remedial Action(s) |
|-------------------------------------|-----------------------------|
| abuse class II - nonaccidental act | Employment Termination |
| abuse class II - nonaccidental act | Pending |
| abuse class II - nonaccidental act | Employment Termination |
| abuse class II - nonaccidental act | Suspension |
| abuse class II - nonaccidental act | Pending |
| abuse class II - nonaccidental act | Pending |
| abuse class II - unreasonable force | Employment Termination |
| abuse class II - unreasonable force | Employment Termination |
| abuse class II - unreasonable force | Suspension |
| abuse class II - unreasonable force | Suspension |
| abuse class II - unreasonable force | Employment Termination |
| abuse class II - unreasonable force | Employment Termination |
| abuse class II - unreasonable force | Suspension |

| Category (from Complaint Data) | Specific Remedial Action(s) |
|---------------------------------------|---|
| abuse class II - unreasonable force | Suspension |
| abuse class II - unreasonable force | Suspension |
| abuse class II - unreasonable force | Employment Termination |
| abuse class II - unreasonable force | Suspension |
| abuse class II - unreasonable force | Employment Termination |
| abuse class II - unreasonable force | Employment Termination |
| abuse class II - unreasonable force | Employment Termination |
| abuse class II - unreasonable force | Employment Termination |
| abuse class II - unreasonable force | Employment Termination |
| abuse class II - unreasonable force | Suspension |
| abuse class II - unreasonable force | Employment Termination |
| abuse class II - unreasonable force | Pending |
| abuse class III | Pending |
| abuse class III | Pending |
| abuse class III | Suspension |
| abuse class III | training |
| neglect class II | Pending |
| neglect class II | Pending |
| neglect class II - failure to report | Employee left the agency, but substantiated |
| neglect class II - failure to report | suspension |
| neglect class II - failure to report | Employment Termination |
| neglect class II - failure to report | Employee left the agency, but substantiated |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Employee left the agency, but substantiated |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Employee left the agency, but substantiated |
| neglect class II - failure to report | Employee left the agency, but substantiated |
| neglect class II - failure to report | Employment Termination |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Employee left the agency, but substantiated |
| neglect class II - failure to report | Suspension |

| Category (from Complaint Data) | Specific Remedial Action(s) |
|--|---|
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Employee left the agency, but substantiated |
| neglect class II - failure to report | Employee left the agency, but substantiated |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Employee left the agency, but substantiated |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Employee left the agency, but substantiated |
| neglect class II - failure to report | Suspension |
| neglect class II - failure to report | Employee left the agency, but substantiated |
| neglect class II - failure to report | Pending |
| neglect class III | Pending |
| neglect class III | Pending |
| neglect class III | Suspension |
| neglect class III | Suspension |
| neglect class III | Written Reprimand |
| neglect class III | Pending |
| neglect class III - failure to report | Suspension |
| abuse class III | Pending |
| dignity and respect | Pending |
| dignity and respect | training |
| dignity and respect | training |
| dignity and respect | training |
| dignity and respect | Pending |
| dignity and respect | Verbal Counseling |
| disclosure of confidential information | training |
| informed consent | training |
| mh services suited to condition | training |
| mh services suited to condition | training |
| mh services suited to condition | training |
| mh services suited to condition | Pending |
| mh services suited to condition | Written Reprimand |
| mh services suited to condition | training |
| mh services suited to condition | Pending |
| mh services suited to condition | Pending |
| mh services suited to condition | Pending |

| Category (from Complaint Data) | Specific Remedial Action(s) |
|---------------------------------|-----------------------------|
| mh services suited to condition | Pending |
| mh services suited to condition | Pending |
| person-centered process | training |
| restraint | Other |
| restraint | training |
| restraint | Pending |
| restraint | Pending |
| restraint | training |
| restraint | Pending |
| safe environment | training |

Agency: Walter Reuther Psychiatric Hospital
Rights Advisors: David Scott and Enid Reed

Part A: Totals

| | |
|-------------------------------------|------------|
| Allegations | 478 |
| Interventions | 338 |
| Investigations | 72 |
| No right/No jurisdiction | 68 |
| Interventions Substantiated | 7 |
| 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 | 31 | 31 | 2 |
| 72222 | abuse class II - unreasonable force | 5 | 5 | 3 |
| 72223 | abuse class II - emotional harm | | | |
| 72224 | abuse class II - treating as incompetent | | | |
| 72225 | abuse class II - exploitation | | | |
| 7223 | abuse class III | 14 | 14 | 2 |
| 7224 | abuse class I - sexual abuse | 4 | 4 | |

2. Freedom from Neglect

| Code | Category | Received | Investigations | Investigations Substantiated |
|-------|---------------------------------------|----------|----------------|------------------------------|
| 72251 | neglect class I | 1 | 1 | |
| 72252 | neglect class I - failure to report | | | |
| 72261 | neglect class II | 1 | 1 | |
| 72262 | neglect class II - failure to report | | | |
| 72271 | neglect class III | 9 | 9 | 9 |
| 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 | 1 | | | 1 | 1 |
| 7545 | retaliation/harassment | | | | | |
| 7760 | access to rights system | 1 | 1 | | | |
| 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) | 1 | 1 | | | |
| 4510 | involuntary admission process | | | | | |
| 4630 | independent clinical examination | 1 | 1 | | | |
| 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 | 2 | 2 | | | |
| 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 | 4 | 4 | 1 | | |
| 7262 | contact with attorneys or others regarding legal matters | | | | | |
| 7263 | access to telephone, mail | 13 | 13 | | | |
| 7264 | funds for postage, stationery, telephone usage | | | | | |
| 7265 | written and posted limitations, if established | | | | | |
| 7266 | uncensored mail | 1 | 1 | | | |

8. Confidentiality/Privileged Communications/Disclosure

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|---|----------|---------------|-----------------------------|----------------|------------------------------|
| 7481 | disclosure of confidential information | 1 | 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 | 59 | 59 | | | |
| 7082 | sanitary/humane environment | 9 | 9 | 1 | | |
| 7086 | least restrictive setting | 1 | 1 | 1 | | |

10. Freedom of Movement

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--------------------------|----------|---------------|-----------------------------|----------------|------------------------------|
| 7441 | restrictions/limitations | 18 | 17 | | 1 | 1 |
| 7400 | restraint | | | | | |
| 7420 | seclusion | | | | | |

11. Financial Rights

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|------------------------------------|----------|---------------|-----------------------------|----------------|------------------------------|
| 7301 | safeguarding money | | | | | |
| 7302 | facility account | 19 | 19 | 1 | | |
| 7303 | easy access to money in account | 6 | 6 | | | |
| 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 | 2 | 2 | | | |
| 7281 | possession and use | 20 | 20 | 1 | | |
| 7282 | storage space | | | | | |
| 7283 | inspection at reasonable times | | | | | |
| 7285 | exclusions | | | | | |
| 7286 | limitations | | | | | |
| 7287 | receipts to recipient and to designated individual | | | | | |
| 7288 | waiver | | | | | |
| 7289 | protection | 17 | 17 | 1 | | |

13. Suitable Services

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 1708 | dignity and respect | 26 | 25 | 1 | 1 | 1 |
| 7003 | informed consent | 1 | 1 | | | |
| 7029 | information on family planning | | | | | |
| 7049 | treatment by spiritual means | | | | | |
| 7080 | mh services suited to condition | 127 | 123 | | 4 | |
| 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 | 11 | 11 | | | |
| 7190 | notice of medication side effects | 3 | 3 | | | |

14. Treatment Planning

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 7121 | person-centered process | 1 | 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 | | 410 | 338 | 7 | 72 | 19 |

17. No Right Involved

| Code | Category | Received |
|------|-------------------|----------|
| 0000 | no right involved | 59 |

18. Outside Provider Jurisdiction

| Code | Category | Received |
|------|-------------------------------|----------|
| 0001 | outside provider jurisdiction | 9 |

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.**

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

| Category (from Complaint Data) | Specific Remedial Action(s) |
|-------------------------------------|---|
| abuse class II - nonaccidental act | Suspension |
| abuse class II - nonaccidental act | Suspension |
| abuse class II - unreasonable force | Employee left the agency, but substantiated |
| abuse class II - unreasonable force | Staff Transfer |
| abuse class II - unreasonable force | Suspension |
| abuse class III | Written Reprimand |
| abuse class III | Written Reprimand |
| neglect class III | Suspension |
| neglect class III | Written Reprimand |
| neglect class III | Written Reprimand |
| neglect class III | Suspension |

| Category (from Complaint Data) | Specific Remedial Action(s) |
|---------------------------------------|------------------------------------|
| neglect class III | Suspension |
| neglect class III | Employment Termination |
| neglect class III | Written Reprimand |
| neglect class III | Suspension |
| neglect class III | Suspension |
| dignity and respect | Training |
| dignity and respect | Verbal Counseling |
| facility account | Other |
| failure to report | Suspension |
| least restrictive setting | Other |
| property - protection | Other |
| property - possession and use | Other |
| restrictions/limitations | Environmental Repair/Enhancement |
| sanitary/humane environment | Other |
| visits | Training |

APPENDIX E: CMHSP COMPARATIVE DATA - FY15

| CMHSP | Square Miles | Unduplicated Count | Rights Office FTEs | Site Visits | Allegations (not 0000 or 0001) | Investigations | Substantiated |
|--|--------------|--------------------|--------------------|-------------|--------------------------------|----------------|---------------|
| Allegan County CMH Services | 827.5 | 1903 | 1.00 | 72 | 27 | 20 | 9 |
| AuSable Valley CMH | 1678.4 | 2202 | 1.00 | 35 | 80 | 80 | 38 |
| Barry County CMHA | 556.1 | 1945 | 0.50 | 35 | 6 | 6 | 3 |
| Bay-Arenac Behavioral Health | 811.1 | 5784 | 2.75 | 89 | 170 | 153 | 96 |
| Berrien/Riverwood Center | 571 | 7418 | 1.80 | 77 | 43 | 27 | 31 |
| Centra Wellness Network | 1707.1 | 1311 | 1.50 | 26 | 49 | 25 | 26 |
| CMH & SA Services of St. Joseph Cty. | 509.1 | 2426 | 1.00 | 42 | 19 | 11 | 7 |
| CMH Authority of Clinton Eaton Ingham Co | 3290.7 | 11061 | 4.00 | 0 | 101 | 100 | 30 |
| CMH for Central Michigan | 3276 | 9299 | 4.98 | 146 | 333 | 333 | 136 |
| Copper Country CMH Services | 3768.2 | 978 | 0.60 | 31 | 35 | 31 | 11 |
| Detroit-Wayne MH Authority | 614.2 | 73493 | 32.00 | 670 | 959 | 959 | 353 |
| Genesee Health System | 639.6 | 11781 | 5.00 | 154 | 643 | 629 | 246 |
| Gogebic County CMH Services | 1101.9 | 399 | 0.10 | 10 | 5 | 5 | 5 |
| Gratiot County CMH Services | 570.1 | 1379 | 0.60 | 16 | 23 | 23 | 15 |
| HealthWest CMH Services | 864.9 | 4262 | 1.75 | 66 | 174 | 173 | 109 |
| Hiawatha | 3760.8 | 1503 | 1.00 | 25 | 21 | 21 | 12 |
| Huron Behavioral Health Services | 836.5 | 956 | 0.50 | 14 | 7 | 7 | 2 |
| Ionia County CMH Services | 573.2 | 2146 | 0.25 | 15 | 34 | 34 | 22 |
| Kalamazoo CMH & SA Services | 561.9 | 7005 | 6.25 | 190 | 512 | 420 | 204 |
| Lapeer County CMH Services | 654.2 | 1564 | 1.00 | 37 | 36 | 29 | 11 |
| Lenawee County CMH Authority | 750.5 | 2044 | 1.00 | 36 | 91 | 91 | 47 |
| Lifeways | 1305.4 | 6690 | 3.00 | 127 | 436 | 430 | 151 |

| CMHSP | Square Miles | Unduplicated Count | Rights Office FTEs | Site Visits | Allegations (not 0000 or 0001) | Investigations | Substantiated |
|---|---------------------|---------------------------|---------------------------|--------------------|---------------------------------------|-----------------------|----------------------|
| Livingston County CMH Services | 568.4 | 2247 | 2.00 | 35 | 231 | 225 | 102 |
| Macomb County CMH Services | 480.4 | 14049 | 14.50 | 229 | 1926 | 1926 | 652 |
| Monroe CMH Authority | 551.1 | 2266 | 2.00 | 23 | 159 | 157 | 103 |
| Montcalm Center for Behavioral Health | 708 | 1530 | 1.00 | 26 | 45 | 34 | 24 |
| network180 | 856.2 | 15769 | 4.25 | 252 | 297 | 273 | 72 |
| Newaygo County CMH Services | 842.4 | 1494 | 1.25 | 24 | 78 | 77 | 47 |
| North Country CMH | 3152.8 | 3830 | 2.00 | 85 | 117 | 80 | 66 |
| Northeast Michigan CMH Authority | 2456.3 | 2049 | 0.00 | 64 | 74 | 67 | 45 |
| Northern Lakes CMH | 2976.2 | 5636 | 3.00 | 129 | 367 | 363 | 147 |
| Northpointe Behavioral Healthcare Systems | 2459.8 | 5636 | 3.00 | 129 | 367 | 363 | 147 |
| Oakland County CMH Authority | 872.5 | 22807 | 14.50 | 377 | 836 | 832 | 362 |
| Ottawa County CMH | 565.7 | 2872 | 1.00 | 99 | 57 | 57 | 13 |
| Pathways | 3894.2 | 2637 | 3.00 | 61 | 217 | 185 | 88 |
| Pines Behavioral Health Services | 507.4 | 2451 | 0.67 | 26 | 3 | 3 | 1 |
| Saginaw County CMH Authority | 808.9 | 5664 | 2.50 | 136 | 107 | 107 | 56 |
| Sanilac County CMH Services | 963.8 | 1248 | 1.00 | 42 | 42 | 39 | 32 |
| Shiawasee County CMH Services | 538.7 | 1655 | 2.00 | 23 | 125 | 93 | 63 |
| St Clair County CMH Services | 724.4 | 3674 | 1.90 | 83 | 127 | 127 | 63 |
| Summit Pointe Behavioral Health | 708.7 | 7156 | 1.60 | 101 | 368 | 344 | 163 |
| Tuscola Behavioral Health Systems | 812.4 | 1282 | 1.00 | 43 | 42 | 36 | 10 |
| Van Buren CMH Authority | 610.9 | 2631 | 1.00 | 58 | 6 | 6 | 5 |
| Washtenaw County | 709.9 | 4189 | 4.00 | 53 | 42 | 39 | 32 |
| West Michigan CMH | 1603.1 | 2338 | 1.10 | 58 | 91 | 81 | 59 |

| CMHSP | Square Miles | Unduplicated Count | Rights Office FTEs | Site Visits | Allegations (not 0000 or 0001) | Investigations | Substantiated |
|---|---------------------|---------------------------|---------------------------|--------------------|---------------------------------------|-----------------------|----------------------|
| Woodlands Behavioral Healthcare Network | 492.2 | 1465 | 0.61 | 32 | 52 | 43 | 17 |

APPENDIX F: COMPLAINT DATA SUMMARY - CMHSP RIGHTS OFFICES – FY15

Part A: Totals

| | |
|-------------------------------------|--------------|
| Allegations Received | 10991 |
| Interventions | 187 |
| Investigations | 9164 |
| no right/no jurisdiction | 1411 |
| Interventions Substantiated | 160 |
| Investigations Substantiated | 3978 |

Part B: Aggregate Summary

1. Freedom from Abuse

| Code | Category | Received | Investigations | Investigations Substantiated |
|-------|--|----------|----------------|------------------------------|
| 7221 | abuse class I | 29 | 29 | 4 |
| 72221 | abuse class II - nonaccidental act | 397 | 406 | 77 |
| 72222 | abuse class II - unreasonable force | 511 | 511 | 200 |
| 72223 | abuse class II - emotional harm | 12 | 12 | 3 |
| 72224 | abuse class II - treating as incompetent | 1 | 1 | 0 |
| 72225 | abuse class II - exploitation | 323 | 323 | 108 |
| 7223 | abuse class III | 611 | 611 | 229 |
| 7224 | abuse class I - sexual abuse | 74 | 74 | 15 |

2. Freedom from Neglect

| Code | Category | Received | Investigations | Investigations Substantiated |
|-------|---------------------------------------|----------|----------------|------------------------------|
| 72251 | neglect class I | 78 | 78 | 33 |
| 72252 | neglect class I - failure to report | 15 | 15 | 13 |
| 72261 | neglect class II | 208 | 208 | 114 |
| 72262 | neglect class II - failure to report | 78 | 78 | 84 |
| 72271 | neglect class III | 1436 | 1436 | 996 |
| 72272 | neglect class III - failure to report | 89 | 89 | 88 |

3. Rights Protection System

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|---------------------------------|----------|---------------|-----------------------------|----------------|------------------------------|
| 7060 | notice/explanation of rights | 3 | | | 3 | 1 |
| 7520 | failure to report | 90 | | | 90 | 74 |
| 7545 | retaliation/harassment | 46 | | | 46 | 7 |
| 7760 | access to rights system | 18 | | | 18 | 10 |
| 7780 | complaint investigation process | 9 | | | 9 | 8 |
| 7840 | appeal process/mediation | | | | | |

4. Admission/Discharge/Second Opinion

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

5. Civil Rights

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|---|----------|---------------|-----------------------------|----------------|------------------------------|
| 7041 | civil rights: discrimination, accessibility, accommodation, etc | 4 | | | 4 | |
| 7044 | religious practice | 16 | 2 | | 14 | 5 |
| 7045 | voting | 1 | 1 | 1 | | |
| 7047 | presumption of competency | 2 | | | 2 | 2 |
| 7284 | search/seizure | 8 | | | 8 | 6 |

6. Family Rights

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 7111 | family dignity & respect | 166 | 10 | 3 | 156 | 43 |
| 7112 | receipt of general education information | | | | | |
| 7113 | opportunity to provide information | 2 | | | 2 | 1 |

7. Communication & Visits

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 7261 | visits | 8 | 2 | | 6 | 1 |
| 7262 | contact with attorneys or others regarding legal matters | 1 | | | 1 | |
| 7263 | access to telephone, mail | 53 | 8 | 2 | 45 | 10 |
| 7264 | funds for postage, stationery, telephone usage | | | | | |
| 7265 | written and posted limitations, if established | | | | | |
| 7266 | uncensored mail | 8 | | | 8 | |

8. Confidentiality/Privileged Communications/Disclosure

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|---|----------|---------------|-----------------------------|----------------|------------------------------|
| 7481 | disclosure of confidential information | 373 | 86 | 63 | 287 | 137 |
| 7485 | withholding of information (includes recipient access to records) | 7 | 2 | | 5 | |
| 7486 | correction of record | 4 | | | 4 | |
| 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 | 308 | 30 | 12 | 276 | 104 |
| 7082 | sanitary/humane environment | 210 | 13 | 2 | 195 | 92 |
| 7086 | least restrictive setting | 25 | 1 | | 24 | 6 |

10. Freedom of Movement

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--------------------------|----------|---------------|-----------------------------|----------------|------------------------------|
| 7441 | restrictions/limitations | 102 | 8 | 4 | 94 | 41 |
| 7400 | restraint | 7 | | | 7 | 5 |
| 7420 | seclusion | 30 | 1 | 1 | 29 | 15 |

11. Financial Rights

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|------------------------------------|----------|---------------|-----------------------------|----------------|------------------------------|
| 7301 | safeguarding money | 18 | 1 | 1 | 17 | 14 |
| 7302 | facility account | | | | | |
| 7303 | easy access to money in account | 13 | | | 13 | 9 |
| 7304 | ability to spend or use as desired | 2 | | | 2 | |
| 7305 | delivery of money upon release | 4 | | | 4 | 2 |
| 7360 | labor & compensation | 6 | | | 6 | |

12. Personal Property

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 7267 | access to entertainment materials, information, news | 4 | | | 4 | 2 |
| 7281 | possession and use | 131 | 14 | 2 | 117 | 55 |
| 7282 | storage space | | | | | |
| 7283 | inspection at reasonable times | | | | | |
| 7285 | exclusions | | | | | |
| 7286 | limitations | 5 | | | 5 | 4 |
| 7287 | receipts to recipient and to designated individual | | | | | |
| 7288 | waiver | | | | | |
| 7289 | protection | 13 | 3 | 2 | 10 | 4 |

13. Suitable Services

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 1708 | dignity and respect | 1743 | | 30 | 1649 | 526 |
| 7003 | informed consent | 22 | | | 18 | 6 |
| 7029 | information on family planning | | | | | |
| 7049 | treatment by spiritual means | 1 | | | 1 | 1 |
| 7080 | mh services suited to condition | 1864 | | 37 | 1737 | 663 |
| 7100 | physical and mental exams | | | | | |
| 7130 | choice of physician/mental health professional | 20 | | | 19 | 2 |
| 7140 | notice of clinical status/progress | 1 | | | 1 | 1 |
| 7150 | services of mental health professional | 14 | | | 14 | 3 |
| 7160 | surgery | | | | | |
| 7170 | electro convulsive therapy (ect) | | | | | |
| 7180 | psychotropic drugs | 1 | | | | |
| 7190 | notice of medication side effects | 7 | | | 7 | |

14. Treatment Planning

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 7121 | person-centered process | 53 | 4 | 1 | 49 | 31 |
| 7122 | timely development | 18 | | | 18 | 14 |
| 7123 | requests for review | 2 | | | 2 | |
| 7124 | participation by individual(s) of choice | 2 | | | 2 | |
| 7125 | assessment of needs | 4 | | | 4 | 2 |

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

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|---------------|--------------------------|-------------|---------------|-----------------------------|----------------|------------------------------|
| 7241 | prior consent | 38 | 4 | 3 | 34 | 24 |
| 7242 | identification | | | | | |
| 7243 | objection | | | | | |
| 7244 | release to others/return | | | | | |
| 7245 | storage/destruction | | | | | |
| TOTALS | | 9358 | 190 | 164 | 8946 | 3897 |

17. No Right Involved

| Code | Category | Received |
|------|-------------------|----------|
| 0000 | no right involved | 713 |

18. Outside Provider Jurisdiction

| Code | Category | Received |
|------|-------------------------------|----------|
| 0001 | outside provider jurisdiction | 659 |

APPENDIX G: ABUSE/NEGLECT/RETALIATION REMEDIAL ACTION CMHSP RIGHTS OFFICES – FY15

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 31 cases requiring disciplinary action, none was taken. These instances are in **bold type**.

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|---|--------------------------------|------------------------|---|--------------------------|--------------------------|--------------------------|
| Detroit-Wayne MH Authority | abuse class I | Other | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class I | Residential DD | Employment Termination | | | |
| Lifeways | abuse class I | Residential DD | Employment Termination | | | |
| Woodlands Behavioral Healthcare Network | abuse class I | SIP | Suspension | Training | Employment Termination | |
| Detroit-Wayne MH Authority | abuse class I - sexual abuse | Outpatient | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class I - sexual abuse | Residential DD | Suspension | | | |
| Detroit-Wayne MH Authority | abuse class I - sexual abuse | Residential MI | Written Reprimand | Training | | |
| HealthWest CMH Services | abuse class I - sexual abuse | Case Management | Employee left the agency, but substantiated | | | |
| Oakland County | abuse class I - sexual abuse | Supported Employment | Employment Termination | | | |
| Ottawa County CMH | abuse class I - sexual abuse | Residential MI | Employment Termination | | | |
| Pathways | abuse class I - sexual abuse | Residential MI | Employment Termination | | | |
| Saginaw County CMH Authority | abuse class I - sexual abuse | Residential MI | Employment Termination | | | |
| Sanilac County CMH Services | abuse class I - sexual abuse | Outpatient | Employee left the agency, but substantiated | | | |
| Shiawasee County CMH Services | abuse class I - sexual abuse | Day Program DD | Employment Termination | | | |
| St Clair County CMH Services | abuse class I - sexual abuse | Residential DD | Contract Action | Other | | |
| St Clair County CMH Services | abuse class I - sexual abuse | Residential DD | Contract Action | Other | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|----------------------------|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| CMH for Central Michigan | abuse class II - exploitation | SIP | Employee left the agency, but substantiated | | | |
| CMH for Central Michigan | abuse class II - exploitation | SIP | Employee left the agency, but substantiated | | | |
| CMH for Central Michigan | abuse class II - exploitation | SIP | Employment Termination | Other | | |
| CMH for Central Michigan | abuse class II - exploitation | SIP | Employee left the agency, but substantiated | | | |
| Detroit-Wayne MH Authority | abuse class II - exploitation | Other | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class II - exploitation | Other | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class II - exploitation | Other | Suspension | Employment Termination | | |
| Detroit-Wayne MH Authority | abuse class II - exploitation | Outpatient | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class II - exploitation | Outpatient | Written Reprimand | Training | Other | |
| Detroit-Wayne MH Authority | abuse class II - exploitation | Residential DD | Suspension | | | |
| Detroit-Wayne MH Authority | abuse class II - exploitation | Residential DD | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class II - exploitation | Residential MI | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class II - exploitation | Supported Employment | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class II - exploitation | Supported Employment | Employment Termination | | | |
| Genesee Health System | abuse class II - exploitation | Residential DD | Employment Termination | Other | | |
| Genesee Health System | abuse class II - exploitation | Residential DD | Employment Termination | Other | | |
| Genesee Health System | abuse class II - exploitation | Residential DD | Employment Termination | Other | | |
| Genesee Health System | abuse class II - exploitation | Residential DD | Employment Termination | Other | | |
| Genesee Health System | abuse class II - exploitation | Residential DD | Employment Termination | Other | | |
| Genesee Health System | abuse class II - exploitation | Residential DD | Employment Termination | Other | | |
| Genesee Health System | abuse class II - exploitation | 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 |
|----------------------|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| Macomb | abuse class II - exploitation | SIP | Employment Termination | Other | | |
| Macomb | abuse class II - exploitation | Other | Written Reprimand | Other | | |
| Macomb | abuse class II - exploitation | Other | Written Reprimand | Other | Other | |
| Macomb | abuse class II - exploitation | Residential DD | Employment Termination | Other | | |
| Macomb | abuse class II - exploitation | Residential DD | Employment Termination | Other | | |
| Macomb | abuse class II - exploitation | Residential DD | Employment Termination | Other | | |
| Macomb | abuse class II - exploitation | Residential MI/DD | Written Reprimand | Other | Other | |
| Macomb | abuse class II - exploitation | SIP | Employment Termination | Other | | |
| Macomb | abuse class II - exploitation | Other | Employment Termination | Other | Other | |
| Macomb | abuse class II - exploitation | Residential MI | Employment Termination | Policy Revision/Development | Other | |
| Macomb | abuse class II - exploitation | Residential DD | Written Reprimand | Other | Other | |
| Macomb | abuse class II - exploitation | Residential DD | Employee left the agency, but substantiated | Other | | |
| Macomb | abuse class II - exploitation | SIP | Staff Transfer | Written Reprimand | Other | |
| Macomb | abuse class II - exploitation | Residential MI | Written Reprimand | Training | Other | |
| Macomb | abuse class II - exploitation | Residential DD | Employee left the agency, but substantiated | Other | | |
| Macomb | abuse class II - exploitation | SIP | Written Reprimand | Other | | |
| Macomb | abuse class II - exploitation | SIP | Employee left the agency, but substantiated | Other | | |
| Monroe CMH Authority | abuse class II - exploitation | SIP | Written Reprimand | Suspension | Policy Revision/Development | Other |
| Monroe CMH Authority | abuse class II - exploitation | SIP | Training | Contract Action | | |
| network180 | abuse class II - exploitation | Other | Employment Termination | | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|-------------------------------------|--------------------------------------|---------------------------|---|----------------------------------|--------------------------|--------------------------|
| North Country CMH | abuse class II - exploitation | SIP | Employee left the agency, but substantiated | | | |
| Northern Lakes CMH | abuse class II - exploitation | Residential MI | Recipient Transfer to Another Provider/Site | | | |
| Northern Lakes CMH | abuse class II - exploitation | Day Program DD | Employee left the agency, but substantiated | | | |
| Oakland County | abuse class II - exploitation | Other | Employee left the agency, but substantiated | | | |
| Oakland County | abuse class II - exploitation | Residential DD | Employment Termination | | | |
| Oakland County | abuse class II - exploitation | Residential DD | Employment Termination | | | |
| Pathways | abuse class II - exploitation | SIP | Employment Termination | | | |
| Pathways | abuse class II - exploitation | Residential DD | Employment Termination | | | |
| Pathways | abuse class II - exploitation | Mixed Residential (MI/DD) | Employment Termination | | | |
| Saginaw County CMH Authority | abuse class II - exploitation | Other | Employee left the agency, but substantiated | | | |
| Saginaw County CMH Authority | abuse class II - exploitation | Residential DD | Other | Environmental Repair/Enhancement | | |
| Saginaw County CMH Authority | abuse class II - exploitation | Residential DD | Employment Termination | | | |
| Shiawasee County CMH Services | abuse class II - exploitation | SIP | Employment Termination | | | |
| Shiawasee County CMH Services | abuse class II - exploitation | SIP | Employment Termination | | | |
| Shiawasee County CMH Services | abuse class II - exploitation | SIP | Suspension | | | |
| Shiawasee County CMH Services | abuse class II - exploitation | SIP | Employee left the agency, but substantiated | | | |
| St Clair County CMH Services | abuse class II - exploitation | Residential DD | Employment Termination | Training | | |
| St Clair County CMH Services | abuse class II - exploitation | Residential DD | Employment Termination | Other | | |
| St Clair County CMH Services | abuse class II - exploitation | Other | Employment Termination | | | |
| Summit Pointe Behavioral Health | abuse class II - exploitation | Other | Suspension | Staff Transfer | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|--|---------------------------------------|-------------------------------|---|-----------------------------------|---------------------------------|---------------------------------|
| Summit Pointe Behavioral Health | abuse class II - exploitation | Other | Employment Termination | Training | | |
| Summit Pointe Behavioral Health | abuse class II - exploitation | Other | Employee left the agency, but substantiated | | | |
| Summit Pointe Behavioral Health | abuse class II - exploitation | Other | Suspension | Staff Transfer | | |
| Washtenaw County Community Mental Health | abuse class II - exploitation | SIP | Employee Termination | Other | | |
| Washtenaw County Community Mental Health | abuse class II - exploitation | SIP | Employee Termination | | | |
| Washtenaw County Community Mental Health | abuse class II - exploitation | SIP | Employee Termination | Environmental Repair/ Enhancement | | |
| Washtenaw County Community Mental Health | abuse class II - exploitation | SIP | Employee left the agency, but substantiated | | | |
| West Michigan CMH | abuse class II - exploitation | Residential DD | Employee left the agency, but substantiated | | | |
| West Michigan CMH | abuse class II - exploitation | Residential DD | Employee left the agency, but substantiated | | | |
| West Michigan CMH | abuse class II - exploitation | Residential DD | Employee left the agency, but substantiated | | | |
| West Michigan CMH | abuse class II - exploitation | Residential DD | Employee left the agency, but substantiated | | | |
| West Michigan CMH | abuse class II - exploitation | Residential DD | Employee left the agency, but substantiated | | | |
| West Michigan CMH | abuse class II - exploitation | Residential DD | Employee left the agency, but substantiated | | | |
| West Michigan CMH | abuse class II - exploitation | Other | Suspension | Employment Termination | | |
| Allegan County CMH | abuse class II - nonaccidental act | Residential DD | Suspension | Written Reprimand | Training | |
| Berrien/Riverwood Center | abuse class II - nonaccidental act | Residential MI | Employment Termination | | | |
| Centra Wellness Network | abuse class II - nonaccidental act | Residential DD | Employee left the agency, but substantiated | | | |
| CMH Authority of Clinton Eaton Ingham Co | 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 |
|----------------------------|---------------------------------------|-------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| CMH for Central Michigan | abuse class II - nonaccidental act | Mixed Residential (MI/DD) | Suspension | Staff Transfer | | |
| CMH for Central Michigan | abuse class II - nonaccidental act | Residential DD | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class II - nonaccidental act | Day Program DD | Suspension | Training | Written Counseling | |
| Detroit-Wayne MH Authority | abuse class II - nonaccidental act | Other | Written Reprimand | | | |
| Detroit-Wayne MH Authority | abuse class II - nonaccidental act | Other | Suspension | | | |
| Detroit-Wayne MH Authority | abuse class II - nonaccidental act | Other | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class II - nonaccidental act | Other | Suspension | Employment Termination | | |
| Detroit-Wayne MH Authority | abuse class II - nonaccidental act | Other | Employment Termination | Training | | |
| Detroit-Wayne MH Authority | abuse class II - nonaccidental act | Outpatient | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class II - nonaccidental act | Residential DD | Suspension | | | |
| Detroit-Wayne MH Authority | abuse class II - nonaccidental act | Residential DD | Suspension | | | |
| Detroit-Wayne MH Authority | abuse class II - nonaccidental act | Residential DD | Suspension | | | |
| 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 | 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 | Suspension | Written Reprimand | Training | |
| Detroit-Wayne MH Authority | abuse class II - nonaccidental act | 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 |
|-------------------------------|---------------------------------------|-------------------------------|---|---|---------------------------------|---------------------------------|
| Detroit-Wayne MH Authority | abuse class II - nonaccidental act | Residential DD | Suspension | Employment Termination | | |
| Detroit-Wayne MH Authority | abuse class II - nonaccidental act | Residential DD | Suspension | Employment Termination | | |
| Detroit-Wayne MH Authority | abuse class II - nonaccidental act | Residential DD | Staff Transfer | 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 | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class II - nonaccidental act | Supported Employment | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class II - nonaccidental act | Workshop (Prevocational) | Suspension | Employee left the agency, but substantiated | | |
| Genesee Health System | abuse class II - nonaccidental act | Residential DD | Suspension | Training | | |
| Genesee Health System | abuse class II - nonaccidental act | Residential DD | Employment Termination | Training | | |
| Genesee Health System | abuse class II - nonaccidental act | Residential DD | Employee left agency, but substantiated | | | |
| Genesee Health System | abuse class II - nonaccidental act | Residential DD | Employment Termination | | | |
| Genesee Health System | abuse class II - nonaccidental act | Residential DD | Employee left agency, but substantiated | Training | | |
| Genesee Health System | abuse class II - nonaccidental act | Residential DD | Employment Termination | | | |
| 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 | | | |
| HealthWest CMH Services | abuse class II - nonaccidental act | Residential MI | Written Reprimand | | | |
| Kalamazoo CMH and SA Services | abuse class II - nonaccidental act | Workshop (Prevocational) | Training | Written Reprimand | | |
| Kalamazoo CMH and SA Services | abuse class II - nonaccidental act | Mixed Residential (MI/DD) | Employment Termination | | | |
| Lapeer County CMH Services | abuse class II - nonaccidental act | Residential DD | Employment Termination | Training | | |
| Lenawee County CMH Authority | abuse class II - nonaccidental act | 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 |
|---------------------------------------|---|------------------------|---|--------------------------|--------------------------|--------------------------|
| Lifeways | abuse class II - nonaccidental act | Residential DD | Written Reprimand | Staff Transfer | | |
| Lifeways | abuse class II - nonaccidental act | SIP | Employment Termination | | | |
| Macomb | abuse class II - nonaccidental act | Other | Employment Termination | Other | | |
| Macomb | abuse class II - nonaccidental act | Residential DD | Employee left the agency, but substantiated | Other | | |
| Macomb | abuse class II - nonaccidental act | Residential DD | Employment Termination | Other | | |
| Macomb | abuse class II - nonaccidental act | Residential DD | Employment Termination | Other | | |
| Macomb | abuse class II - nonaccidental act | Residential DD | Employment Termination | Other | | |
| Macomb | abuse class II - nonaccidental act | Other | Employment Termination | Other | | |
| Macomb | abuse class II - nonaccidental act | Residential DD | Employment Termination | Other | | |
| Macomb | abuse class II - nonaccidental act | SIP | Employment Termination | Other | | |
| Macomb | abuse class II - nonaccidental act | Residential MI/DD | Employment Termination | Other | | |
| Montcalm Center for Behavioral Health | abuse class II - nonaccidental act | Other | Employment Termination | | | |
| network180 | abuse class II - nonaccidental act | Residential MI | Employment Termination | | | |
| North Country CMH | abuse class II - nonaccidental act | SIP | Employment Termination | | | |
| North Country CMH | abuse class II - nonaccidental act | SIP | 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 | Employee left the agency, but substantiated | | | |
| 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 | Employee left the agency, but substantiated | | | |
| Northern Lakes CMH | abuse class II - nonaccidental act | Residential DD | Recipient Transfer to Another Provider/Site | | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|---|--|---------------------------|---|--------------------------|--------------------------|--------------------------|
| Northern Lakes CMH | abuse class II - nonaccidental act | Residential DD | Recipient Transfer to Another Provider/Site | | | |
| Oakland County | abuse class II - nonaccidental act | Residential MI/DD | Employment Termination | Written Reprimand | Training | |
| Oakland County | abuse class II - nonaccidental act | SIP | Employment Termination | | | |
| Saginaw County CMH Authority | abuse class II - nonaccidental act | Mixed Residential (MI/DD) | Employment Termination | Training | Plan of Service Revision | |
| Saginaw County CMH Authority | abuse class II - nonaccidental act | Residential MI | Employment Termination | | | |
| Summit Pointe Behavioral Health | abuse class II - nonaccidental act | Mixed Residential (MI/DD) | suspension | Employment Termination | | |
| Washtenaw County Community Mental Health | abuse class II - nonaccidental act | SIP | Employee Termination | | | |
| West Michigan CMH | abuse class II - nonaccidental act | Residential MI | Suspension | Training | Employment Termination | |
| West Michigan CMH | abuse class II - nonaccidental act | Residential DD | Suspension | Employment Termination | | |
| AuSable Valley CMH | abuse class II - unreasonable force | Residential DD | Suspension | Training | | |
| Bay-Arenac Behavioral Health | abuse class II - unreasonable force | Mixed Residential (MI/DD) | Suspension | Training | Employment Termination | Plan of Service Revision |
| Bay-Arenac Behavioral Health | abuse class II - unreasonable force | Mixed Residential (MI/DD) | Training | Employment Termination | | |
| Berrien/Riverwood Center | abuse class II - unreasonable force | SIP | Employment Termination | | | |
| CMH Authority of Clinton Eaton Ingham Co | abuse class II - unreasonable force | Residential DD | Suspension | Written Reprimand | Training | |
| 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 | Verbal Counseling | | | |
| CMH Authority of Clinton Eaton Ingham Co | abuse class II - unreasonable force | Residential DD | Employment Termination | Training | | |
| CMH for Central Michigan | abuse class II - unreasonable force | SIP | Employment Termination | | | |
| CMH for Central Michigan | abuse class II - unreasonable force | Residential DD | Suspension | Training | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|----------------------------|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| CMH for Central Michigan | abuse class II - unreasonable force | Residential DD | Suspension | | | |
| CMH for Central Michigan | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| CMH for Central Michigan | abuse class II - unreasonable force | SIP | Employment Termination | | | |
| CMH for Central Michigan | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| CMH for Central Michigan | abuse class II - unreasonable force | Mixed Residential (MI/DD) | Suspension | | | |
| CMH for Central Michigan | abuse class II - unreasonable force | Other | Employee left the agency, but substantiated | | | |
| CMH for Central Michigan | abuse class II - unreasonable force | Residential DD | Employee left the agency, but substantiated | | | |
| Detroit-Wayne MH Authority | abuse class II - unreasonable force | Day Program DD | Employee left the agency, but substantiated | | | |
| Detroit-Wayne MH Authority | abuse class II - unreasonable force | Other | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class II - unreasonable force | Outpatient | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class II - unreasonable force | Psychosocial Rehabilitation | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class II - unreasonable force | Residential DD | Suspension | | | |
| Detroit-Wayne MH Authority | abuse class II - unreasonable force | Residential DD | Suspension | | | |
| Detroit-Wayne MH Authority | abuse class II - unreasonable force | Residential DD | Suspension | | | |
| 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 | 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 | 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 | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|----------------------------------|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| 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 | Written Counseling | Suspension | | |
| Detroit-Wayne MH Authority | abuse class II - unreasonable force | Residential DD | Suspension | Employment Termination | | |
| Detroit-Wayne MH Authority | abuse class II - unreasonable force | Residential MI | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class II - unreasonable force | Residential MI | Employment Termination | Training | | |
| Genesee Health System | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| Genesee Health System | abuse class II - unreasonable force | Residential DD | Employee left agency, but substantiated | | | |
| Genesee Health System | abuse class II - unreasonable force | Residential DD | Employment Termination | Training | | |
| Gogebic 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 DD | Employee left the agency, but substantiated | | | |
| HealthWest CMH Services | abuse class II - unreasonable force | Residential MI | Written Reprimand | | | |
| Hiawatha Behavioral Health | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| Huron Behavioral Health Services | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| Ionia County CMH Services | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| Ionia County CMH Services | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| Ionia County CMH Services | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| Kalamazoo CMH and SA Services | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| 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 | 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 |
|-------------------------------------|--|---------------------------|---|--------------------------|--------------------------|--------------------------|
| Kalamazoo CMH and SA Services | abuse class II - unreasonable force | Mixed Residential (MI/DD) | Suspension | Training | Written Reprimand | |
| Kalamazoo CMH and SA Services | abuse class II - unreasonable force | Mixed Residential (MI/DD) | Training | Written Reprimand | | |
| Kalamazoo CMH and SA Services | abuse class II - unreasonable force | Outpatient | Training | Written Reprimand | | |
| Kalamazoo CMH and SA Services | abuse class II - unreasonable force | Mixed Residential (MI/DD) | Employment Termination | | | |
| Lapeer County CMH Services | abuse class II - unreasonable force | Workshop (Prevocational) | Suspension | Written Reprimand | Training | |
| Lenawee County CMH Authority | abuse class II - unreasonable force | Other | Other | | | |
| Lenawee County CMH Authority | abuse class II - unreasonable force | Residential MI/DD | Employee left the agency, but substantiated | | | |
| Lenawee County CMH Authority | abuse class II - unreasonable force | Day Program DD | Employee Termination | | | |
| Lifeways | abuse class II - unreasonable force | Residential DD | Written Reprimand | | | |
| Lifeways | abuse class II - unreasonable force | Residential DD | Training | Verbal Counseling | Written Reprimand | |
| Lifeways | abuse class II - unreasonable force | SIP | Employment Termination | | | |
| Lifeways | abuse class II - unreasonable force | SIP | Employment Termination | | | |
| Lifeways | abuse class II - unreasonable force | SIP | Employment Termination | | | |
| Lifeways | abuse class II - unreasonable force | SIP | Employment Termination | | | |
| Lifeways | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| Lifeways | abuse class II - unreasonable force | Residential DD | Employee left the agency, but substantiated | | | |
| Lifeways | abuse class II - unreasonable force | SIP | Demotion | | | |
| Lifeways | abuse class II - unreasonable force | SIP | Demotion | | | |
| Lifeways | abuse class II - unreasonable force | SIP | Training | | | |
| Lifeways | abuse class II - unreasonable force | SIP | Training | | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|--------------------------------|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| Lifeways | abuse class II - unreasonable force | Residential MI | Employment Termination | | | |
| Livingston County CMH Services | abuse class II - unreasonable force | SIP | Verbal Counseling | Written Reprimand | Training | |
| Livingston County CMH Services | abuse class II - unreasonable force | Residential DD | Employee left the agency, but substantiated | Written Reprimand | Training | |
| Livingston County CMH Services | abuse class II - unreasonable force | Residential DD | Written Reprimand | Training | | |
| Macomb | abuse class II - unreasonable force | SIP | Employee left the agency, but substantiated | Other | | |
| Macomb | abuse class II - unreasonable force | Residential DD | Staff Transfer | Other | | |
| Macomb | abuse class II - unreasonable force | Residential DD | Staff Transfer | Other | | |
| Macomb | abuse class II - unreasonable force | Residential DD | Staff Transfer | Written Counseling | Other | |
| Macomb | abuse class II - unreasonable force | Residential DD | Staff Transfer | Written Counseling | Other | |
| Macomb | abuse class II - unreasonable force | Residential DD | Written Reprimand | Training | Other | |
| Macomb | abuse class II - unreasonable force | SIP | Written Reprimand | Other | | |
| Macomb | abuse class II - unreasonable force | Other | Written Reprimand | Other | | |
| Macomb | abuse class II - unreasonable force | SIP | Written Reprimand | Other | | |
| Macomb | abuse class II - unreasonable force | Other | Employee left the agency, but substantiated | Other | | |
| Macomb | abuse class II - unreasonable force | Residential MI | Written Reprimand | Other | | |
| Macomb | abuse class II - unreasonable force | Residential MI | Employment Termination | Other | | |
| Macomb | abuse class II - unreasonable force | Outpatient | Written Reprimand | Other | | |
| Macomb | abuse class II - unreasonable force | Day Program MI | Employee left the agency, but substantiated | Other | | |
| Macomb | abuse class II - unreasonable force | Other | Contract Action | | | |
| Monroe CMH Authority | abuse class II - unreasonable force | Other | Written Reprimand | | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|---------------------------------------|--|---------------------------|---|---|--------------------------|--------------------------|
| Monroe CMH Authority | abuse class II - unreasonable force | Residential DD | Written Reprimand | Suspension | Training | Other |
| Monroe CMH Authority | abuse class II - unreasonable force | Workshop (prevocational) | Written Reprimand | Staff Transfer | Training | Other |
| Monroe CMH Authority | abuse class II - unreasonable force | SIP | Employee left the agency, but substantiated | | | |
| Monroe CMH Authority | abuse class II - unreasonable force | Residential DD | Written Reprimand | Staff Transfer | Training | |
| Montcalm Center for Behavioral Health | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| network180 | abuse class II - unreasonable force | Residential DD | Suspension | Training | | |
| Newaygo County CMH Services | abuse class II - unreasonable force | Mixed Residential (MI/DD) | Written Reprimand | Training | | |
| Newaygo County CMH Services | abuse class II - unreasonable force | Mixed Residential (MI/DD) | Suspension | Employment Termination | Training | |
| North Country CMH | abuse class II - unreasonable force | Mixed Residential (MI/DD) | Contract 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 | Residential MI | Employee left the agency, but substantiated | | | |
| Northern Lakes CMH | abuse class II - unreasonable force | Residential MI | Recipient Transfer to Another Provider/Site | Training | Written Reprimand | |
| Northern Lakes CMH | abuse class II - unreasonable force | Residential MI | Employee left the agency, but substantiated | Recipient Transfer to Another Provider/Site | | |
| Northern Lakes CMH | abuse class II - unreasonable force | Residential MI | Recipient Transfer to Another Provider/Site | | | |
| Northern Lakes CMH | abuse class II - unreasonable force | Residential MI | Recipient Transfer to Another Provider/Site | | | |
| Northern Lakes CMH | abuse class II - unreasonable force | Residential MI | Recipient Transfer to Another Provider/Site | | | |
| Northern Lakes CMH | abuse class II - unreasonable force | Residential MI | Recipient Transfer to Another Provider/Site | | | |
| Northern Lakes CMH | abuse class II - unreasonable force | Day Program 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 |
|-----------------------|--|------------------------|---|---|--------------------------|--------------------------|
| Northern Lakes CMH | abuse class II - unreasonable force | Residential MI | Recipient Transfer to Another Provider/Site | | | |
| Northern Lakes CMH | abuse class II - unreasonable force | Residential MI | Recipient Transfer to Another Provider/Site | | | |
| Northern Lakes CMH | abuse class II - unreasonable force | Day Program DD | Employee left the agency, but substantiated | | | |
| Northern Lakes CMH | abuse class II - unreasonable force | Residential DD | Recipient Transfer to Another Provider/Site | Training | Written Reprimand | |
| Northern Lakes CMH | abuse class II - unreasonable force | Residential MI | Employee left the agency, but substantiated | Recipient Transfer to Another Provider/Site | Written Reprimand | Training |
| Northern Lakes CMH | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| Northern Lakes CMH | abuse class II - unreasonable force | Residential DD | Recipient Transfer to Another Provider/Site | | | |
| Northern Lakes CMH | abuse class II - unreasonable force | Residential DD | Pending | | | |
| Northern Lakes CMH | abuse class II - unreasonable force | Other | Employment Termination | | | |
| Oakland County | abuse class II - unreasonable force | Outpatient | Employee left the agency, but substantiated | Training | | |
| Oakland County | abuse class II - unreasonable force | SIP | Employment Termination | | | |
| Oakland County | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| Oakland County | abuse class II - unreasonable force | Residential MI/DD | Employment Termination | Training | | |
| Oakland County | abuse class II - unreasonable force | Supported Employment | Written Reprimand | Training | | |
| Oakland County | abuse class II - unreasonable force | Day Program DD | Verbal Counseling | Training | | |
| Oakland County | abuse class II - unreasonable force | Residential DD | Suspension | Employment Termination | | |
| Oakland County | abuse class II - unreasonable force | Residential DD | Written Reprimand | | | |
| Oakland County | abuse class II - unreasonable force | Residential DD | Employment Termination | Suspension | | |
| Oakland County | abuse class II - unreasonable force | Residential DD | Written Reprimand | | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | 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 | Residential MI | Suspension | Employment Termination | | |
| Oakland County | abuse class II - unreasonable force | Residential DD | Written Reprimand | Training | | |
| Oakland County | abuse class II - unreasonable force | Residential DD | Written Reprimand | Suspension | Demotion | Training |
| Oakland County | abuse class II - unreasonable force | Residential MI/DD | Suspension | Written Reprimand | Other | Other |
| Oakland County | abuse class II - unreasonable force | Other | Recipient Transfer to another Provider/Site | Employment Termination | | |
| Oakland County | abuse class II - unreasonable force | Day Program DD | Suspension | | | |
| Oakland County | abuse class II - unreasonable force | Residential DD | Written Reprimand | Training | | |
| Oakland County | abuse class II - unreasonable force | Residential DD | Employment Termination | Training | | |
| Oakland County | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| Oakland County | abuse class II - unreasonable force | Other | Other | Employment Termination | | |
| Oakland County | abuse class II - unreasonable force | Residential MI/DD | Other | Training | Contract Action | |
| Oakland County | abuse class II - unreasonable force | SIP | Employment Termination | | | |
| Oakland County | abuse class II - unreasonable force | Residential DD | Suspension | Written Reprimand | Plan of Service Revision | Training |
| Oakland County | abuse class II - unreasonable force | Residential DD | Written Reprimand | | | |
| Ottawa County CMH | abuse class II - unreasonable force | Mixed Residential (MI/DD) | Employee left the agency, but substantiated | | | |
| Ottawa County CMH | abuse class II - unreasonable force | SIP | Employment Termination | | | |
| Pathways | abuse class II - unreasonable force | Residential DD | Written Reprimand | | | |
| Pathways | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|-------------------------------|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| Pathways | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| Pathways | abuse class II - unreasonable force | Residential DD | Training | Written Reprimand | | |
| Pathways | abuse class II - unreasonable force | Residential DD | Suspension | | | |
| Pathways | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| Pathways | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| Pathways | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| Pathways | abuse class II - unreasonable force | Residential DD | Suspension | | | |
| Saginaw County CMH Authority | abuse class II - unreasonable force | Residential MI/DD | Employment Termination | Training | | |
| Saginaw County CMH Authority | abuse class II - unreasonable force | Mixed Residential (MI/DD) | Employment Termination | | | |
| Sanilac County CMH Services | abuse class II - unreasonable force | Residential DD | Employment Termination | Training | | |
| Sanilac County CMH Services | abuse class II - unreasonable force | Residential DD | Written Reprimand | Training | | |
| Shiawasee County CMH Services | abuse class II - unreasonable force | Other | Suspension | Training | | |
| Shiawasee County CMH Services | abuse class II - unreasonable force | Other | Suspension | Training | | |
| Shiawasee County CMH Services | abuse class II - unreasonable force | Mixed Residential (MI/DD) | Written Reprimand | Training | | |
| Shiawasee County CMH Services | abuse class II - unreasonable force | Other | Employee left the agency, but substantiated | | | |
| St Clair County CMH Services | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| St Clair County CMH Services | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| St Clair County CMH Services | abuse class II - unreasonable force | Day Program DD | Written Reprimand | Suspension | Training | Other |
| St Clair County CMH Services | abuse class II - unreasonable force | Other | Suspension | | | |
| St Clair County CMH Services | abuse class II - unreasonable force | Residential MI | Suspension | Training | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|--|--|---------------------------|--------------------------|---|--------------------------|--------------------------|
| St Clair County CMH Services | abuse class II - unreasonable force | Residential DD | Suspension | Other | Written Reprimand | |
| St Clair County CMH Services | abuse class II - unreasonable force | Day Program DD | Written Reprimand | Suspension | Training | |
| Summit Pointe Behavioral Health | abuse class II - unreasonable force | SIP | Employment Termination | | | |
| Summit Pointe Behavioral Health | abuse class II - unreasonable force | Other | Written Reprimand | | | |
| Summit Pointe Behavioral Health | abuse class II - unreasonable force | Outpatient | Other | Policy Revision/Development | Training | |
| Summit Pointe Behavioral Health | abuse class II - unreasonable force | Mixed Residential (MI/DD) | Suspension | Employment Termination | | |
| Summit Pointe Behavioral Health | abuse class II - unreasonable force | Mixed Residential (MI/DD) | contract action | Training | | |
| Summit Pointe Behavioral Health | abuse class II - unreasonable force | Other | Written Reprimand | | | |
| Summit Pointe Behavioral Health | abuse class II - unreasonable force | SIP | Employment Termination | | | |
| Tuscola Behavioral Health Systems | abuse class II - unreasonable force | Day Program DD | Suspension | Training | | |
| Van Buren CMH Authority | abuse class II - unreasonable force | Residential DD | Employment Termination | | | |
| Washtenaw County Community Mental Health | abuse class II - unreasonable force | SIP | Employee Termination | | | |
| West Michigan CMH | abuse class II - unreasonable force | Residential MI | Suspension | Employment Termination | | |
| West Michigan CMH | abuse class II - unreasonable force | Residential MI | Suspension | Employment Termination | | |
| West Michigan CMH | abuse class II - unreasonable force | Residential MI | Suspension | Employment Termination | | |
| West Michigan CMH | abuse class II - unreasonable force | Residential MI | Suspension | Employment Termination | | |
| Woodlands Behavioral Healthcare Network | abuse class II - unreasonable force | Residential MI | Written Reprimand | Employee left the agency, but substantiated | | |
| Allegan County CMH | abuse class III | Other | Employment Termination | | | |
| AuSable Valley CMH | abuse class III | SIP | Written Reprimand | Staff Transfer | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|--|--------------------------------|---------------------------|---|---|---|--------------------------|
| AuSable Valley CMH | abuse class III | SIP | Suspension | Employment Termination | | |
| AuSable Valley CMH | abuse class III | Residential DD | Suspension | | | |
| Bay-Arenac Behavioral Health | abuse class III | Outpatient | Verbal Counseling | Employee left the agency, but substantiated | | |
| Bay-Arenac Behavioral Health | abuse class III | Mixed Residential (MI/DD) | Written Reprimand | Employment Termination | Employee left the agency, but substantiated | |
| Berrien/Riverwood Center | abuse class III | SIP | Suspension | | | |
| Berrien/Riverwood Center | abuse class III | SIP | Employment Termination | | | |
| Berrien/Riverwood Center | abuse class III | Residential DD | Written Reprimand | | | |
| CMH Authority of Clinton Eaton Ingham Co | abuse class III | Day Program DD | Employment Termination | | | |
| CMH for Central Michigan | abuse class III | Residential DD | Suspension | Training | | |
| CMH for Central Michigan | abuse class III | Residential DD | Verbal Counseling | Written Reprimand | | |
| CMH for Central Michigan | abuse class III | Residential DD | Training | Contract Action | | |
| CMH for Central Michigan | abuse class III | Residential DD | Written Reprimand | Staff Transfer | Training | |
| CMH for Central Michigan | abuse class III | SIP | Written Reprimand | | | |
| CMH for Central Michigan | abuse class III | Residential DD | Written Counseling | Training | | |
| CMH for Central Michigan | abuse class III | SIP | Employment Termination | | | |
| CMH for Central Michigan | abuse class III | SIP | Written Reprimand | Staff Transfer | | |
| CMH for Central Michigan | abuse class III | Residential DD | Employee left the agency, but substantiated | | | |
| CMH for Central Michigan | abuse class III | Supported Employment | Written Reprimand | | | |
| CMH for Central Michigan | abuse class III | SIP | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class III | Day Program DD | Contract Action | | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|----------------------------|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| Detroit-Wayne MH Authority | abuse class III | Day Program MI | Employment Termination | | | |
| 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 | Employee left the agency, but substantiated | | | |
| Detroit-Wayne MH Authority | abuse class III | Other | Suspension | Written Reprimand | Training | Staff Transfer |
| Detroit-Wayne MH Authority | abuse class III | Outpatient | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class III | Outpatient | 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 | Suspension | | | |
| 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 | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class III | Residential DD | Employee left the agency, but substantiated | | | |
| Detroit-Wayne MH Authority | abuse class III | Residential DD | Suspension | Employment Termination | | |
| Detroit-Wayne MH Authority | abuse class III | Residential DD | Suspension | Employment Termination | | |
| Detroit-Wayne MH Authority | abuse class III | Residential DD | Suspension | Employment Termination | | |
| Detroit-Wayne MH Authority | abuse class III | Residential MI | Suspension | | | |
| Detroit-Wayne MH Authority | abuse class III | Residential MI | Employment Termination | | | |
| Detroit-Wayne MH Authority | 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 |
|-----------------------------|---------------------------------------|-------------------------------|---|---|---|---------------------------------|
| Detroit-Wayne MH Authority | abuse class III | Residential MI | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class III | Residential MI | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class III | Residential MI | Employment Termination | | | |
| Detroit-Wayne MH Authority | abuse class III | SIP | Suspension | Employee left the agency, but substantiated | | |
| Detroit-Wayne MH Authority | abuse class III | Supported Employment | Employment Termination | | | |
| Genesee Health System | abuse class III | Case Management | Employment Termination | | | |
| Genesee Health System | abuse class III | Case Management | Employment Termination | | | |
| Genesee Health System | abuse class III | Residential DD | Employment Termination | | | |
| Genesee Health System | abuse class III | Residential DD | Employee left agency, but substantiated | | | |
| Genesee Health System | abuse class III | Residential DD | Employee left agency, but substantiated | | | |
| Genesee Health System | abuse class III | Residential DD | Staff Transfer | Training | | |
| Genesee Health System | abuse class III | Residential DD | Written Reprimand | Training | | |
| Genesee Health System | abuse class III | Residential DD | Employment Termination | | | |
| Genesee Health System | abuse class III | Residential MI/DD | Employment Termination | Training | | |
| Genesee Health System | abuse class III | Supported Employment | Verbal Counseling | Suspension | Employee left agency, but substantiated | |
| Gogebic County CMH Services | abuse class III | Residential DD | Employee left agency, but substantiated | | | |
| HealthWest CMH Services | abuse class III | Workshop (Prevocational) | Employee left the agency, but substantiated | | | |
| HealthWest CMH Services | abuse class III | Residential MI | Written Reprimand | | | |
| HealthWest CMH Services | abuse class III | Residential DD | Employee left the agency, but substantiated | | | |
| HealthWest CMH Services | abuse class III | 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 |
|--------------------------------------|--------------------------------|-----------------------------|--------------------------|----------------------------------|--------------------------|--------------------------|
| HealthWest CMH Services | abuse class III | Residential DD | Suspension | | | |
| Kalamazoo CMH and SA Services | abuse class III | Residential DD | Employment Termination | | | |
| Kalamazoo CMH and SA Services | abuse class III | Mixed Residential (MI/DD) | Training | 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 | Environmental Repair/Enhancement | | |
| Kalamazoo CMH and SA Services | abuse class III | Residential DD | Employment Termination | | | |
| Kalamazoo CMH and SA Services | abuse class III | Residential DD | Suspension | Training | Written Reprimand | |
| Kalamazoo CMH and SA Services | abuse class III | Mixed Residential (MI/DD) | Training | Written Reprimand | | |
| Kalamazoo CMH and SA Services | abuse class III | Mixed Residential (MI/DD) | Training | 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 | Psychosocial Rehabilitation | Written Reprimand | | | |
| Kalamazoo CMH and SA Services | abuse class III | Mixed Residential (MI/DD) | Employment Termination | Written Counseling | | |
| Kalamazoo CMH and SA Services | abuse class III | Case Management | Written Reprimand | | | |
| Kalamazoo CMH and SA Services | abuse class III | SIP | Employment Termination | | | |
| Kalamazoo CMH and SA Services | abuse class III | Mixed Residential (MI/DD) | Written Counseling | | | |
| Kalamazoo CMH and SA Services | abuse class III | Residential DD | Staff Transfer | Verbal Counseling | Written Reprimand | |
| Kalamazoo CMH and SA Services | abuse class III | Mixed Residential (MI/DD) | Employment Termination | | | |
| Lapeer County CMH Services | abuse class III | Residential DD | Contract Action | | | |
| Lapeer County CMH Services | abuse class III | Residential DD | Employment Termination | Training | | |
| Lapeer County CMH Services | abuse 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 |
|--------------------------------|--------------------------------|------------------------|---|--------------------------|--------------------------|--------------------------|
| Lenawee County CMH Authority | abuse class III | Residential DD | Training | Employee Termination | | |
| Lenawee County CMH Authority | abuse class III | Residential DD | Written Reprimand | Training | | |
| Lifeways | abuse class III | Residential DD | Written Counseling | | | |
| Lifeways | abuse class III | SIP | Employment Termination | | | |
| Lifeways | abuse class III | SIP | Employment Termination | | | |
| Lifeways | abuse class III | SIP | Employment Termination | | | |
| Lifeways | abuse class III | SIP | Employment Termination | | | |
| Lifeways | abuse class III | Residential DD | Employee left the agency, but substantiated | | | |
| Lifeways | abuse class III | Residential DD | Employment Termination | | | |
| Lifeways | abuse class III | Residential DD | Employee left the agency, but substantiated | | | |
| Lifeways | abuse class III | Outpatient | Employment Termination | | | |
| Lifeways | abuse class III | Residential DD | Employment Termination | | | |
| Lifeways | abuse class III | Residential DD | Employment Termination | | | |
| Lifeways | abuse class III | Residential DD | Employment Termination | | | |
| Lifeways | abuse class III | Residential MI | Written Counseling | | | |
| Lifeways | abuse class III | Residential DD | Written Counseling | Suspension | Training | |
| Livingston County CMH Services | abuse class III | Residential DD | Written Reprimand | Training | | |
| Macomb | abuse class III | Residential DD | Employment Termination | Other | | |
| Macomb | abuse class III | Residential DD | Written Reprimand | Staff Transfer | Other | Other |
| Macomb | abuse class III | Other | Employment Termination | Other | | |
| Macomb | abuse class III | SIP | Employment Termination | Other | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|---------------------------------------|--------------------------------|---------------------------|---|--------------------------|--------------------------|--------------------------|
| Macomb | abuse class III | SIP | Employment Termination | Other | | |
| Macomb | abuse class III | SIP | Employment Termination | Other | | |
| Macomb | abuse class III | SIP | Written Reprimand | Staff Transfer | Other | |
| Macomb | abuse class III | Residential MI | Written Reprimand | Other | | |
| Macomb | abuse class III | SIP | Written Reprimand | Other | | |
| Macomb | abuse class III | SIP | Written Reprimand | Other | | |
| Macomb | abuse class III | SIP | Employment Termination | Other | | |
| Macomb | abuse class III | Outpatient | Employment Termination | Other x 2 | | |
| Macomb | abuse class III | Residential MI/DD | Employment Termination | Other | | |
| Macomb | abuse class III | Day Program MI | Employee left the agency, but substantiated | Other | | |
| Macomb | abuse class III | SIP | Written Reprimand | Other | | |
| Macomb | abuse class III | Residential MI/DD | Written Reprimand | Other | | |
| Macomb | abuse class III | Residential MI/DD | Employee left the agency, but substantiated | Other | | |
| Monroe CMH Authority | abuse class III | Workshop (prevocational) | Written Reprimand | Training | Other | |
| Monroe CMH Authority | abuse class III | SIP | Employee Termination | | | |
| Montcalm Center for Behavioral Health | abuse class III | Residential DD | Verbal Counseling | Training | Suspension | |
| network180 | abuse class III | Case Management | Written Reprimand | | | |
| network180 | abuse class III | Other | Written Reprimand | | | |
| network180 | abuse class III | Other | Written Reprimand | | | |
| Newaygo County CMH Services | abuse class III | Mixed Residential (MI/DD) | Written Reprimand | Training | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|-----------------------------|--------------------------------|---------------------------|---|--------------------------|--------------------------|--------------------------|
| Newaygo County CMH Services | abuse class III | Mixed Residential (MI/DD) | Suspension | Employment Termination | Training | |
| North Country CMH | abuse class III | Mixed Residential (MI/DD) | Contract Action | | | |
| North Country CMH | abuse class III | SIP | Written Reprimand | Suspension | | |
| North Country CMH | abuse class III | SIP | Employment Termination | | | |
| North Country CMH | abuse class III | Residential DD | Employment Termination | | | |
| Northern Lakes CMH | abuse class III | Residential DD | Employee left the agency, but substantiated | Staff Transfer | | |
| Northern Lakes CMH | abuse class III | Day Program 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 MI | Recipient Transfer to Another Provider/Site | | | |
| Northern Lakes CMH | abuse class III | Residential MI | Recipient Transfer to Another Provider/Site | | | |
| Oakland County | abuse class III | Outpatient | Employee left the agency, but substantiated | Training | | |
| Oakland County | abuse class III | Residential MI/DD | Employment Termination | Other | | |
| Oakland County | abuse class III | Residential DD | Written Reprimand | Employment Termination | Training | |
| Oakland County | abuse class III | Residential DD | Written Reprimand | Training | | |
| Oakland County | abuse class III | Residential DD | Employment Termination | | | |
| Oakland County | abuse class III | Supported Employment | Employment Termination | | | |
| Oakland County | abuse class III | Residential DD | Employee left the agency, but substantiated | | | |
| Oakland County | abuse class III | Workshop (prevocational) | Written Reprimand | Training | | |
| Oakland County | abuse class III | Residential DD | Staff Transfer | Suspension | | |
| Oakland County | abuse 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 |
|----------------------------------|--------------------------------|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Oakland County | abuse class III | Residential DD | Suspension | Employment Termination | | |
| Oakland County | abuse class III | Residential DD | Written Reprimand | Staff Transfer | | |
| Oakland County | abuse class III | Day Program DD | Suspension | Written Reprimand | Training | |
| Oakland County | abuse class III | Residential DD | Written Reprimand | | | |
| Oakland County | abuse class III | Residential DD | Employment Termination | | | |
| Oakland County | abuse class III | Residential DD | Written Reprimand | Training | | |
| Oakland County | abuse class III | Residential MI/DD | Other | Training | | |
| Oakland County | abuse class III | Residential DD | Written Reprimand | Training | | |
| Ottawa County CMH | abuse class III | Mixed Residential (MI/DD) | Employment Termination | | | |
| Pathways | abuse class III | Residential MI | Employment Termination | | | |
| Pathways | abuse class III | Residential DD | Employment Termination | | | |
| Pathways | abuse class III | Residential DD | Employment Termination | | | |
| Pathways | abuse class III | Residential DD | Employment Termination | Training | | |
| Pines Behavioral Health Services | abuse class III | Residential DD | Suspension | | | |
| Saginaw County CMH Authority | abuse class III | Workshop (Prevocational) | Employment Termination | | | |
| Saginaw County CMH Authority | abuse class III | Day Program DD | Written Reprimand | | | |
| Saginaw County CMH Authority | abuse class III | Residential MI | Employment Termination | | | |
| Sanilac County CMH Services | abuse class III | Other | Written Reprimand | Training | | |
| Sanilac County CMH Services | abuse class III | Residential DD | Written Reprimand | Verbal Counseling | Training | |
| Shiawasee County CMH Services | abuse class III | SIP | Written Reprimand | | | |
| Shiawasee County CMH Services | abuse class III | SIP | Written Reprimand | Suspension | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|---------------------------------|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| Shiawasee County CMH Services | abuse class III | SIP | Suspension | | | |
| St Clair County CMH Services | abuse class III | Residential DD | Suspension | Suspension | Training | Other |
| St Clair County CMH Services | abuse class III | Residential DD | Employment Termination | Training | | |
| St Clair County CMH Services | abuse class III | Day Program DD | Written Reprimand | Training | | |
| St Clair County CMH Services | abuse class III | Residential DD | Employee left the agency, but substantiated | Training | | |
| St Clair County CMH Services | abuse class III | Residential DD | Employee left the agency, but substantiated | Training | | |
| St Clair County CMH Services | abuse class III | Residential DD | Verbal Counseling | Training | Written Reprimand | |
| St Clair County CMH Services | abuse class III | Residential DD | Written Reprimand | Training | | |
| St Clair County CMH Services | abuse class III | Other | Written Reprimand | Training | | |
| St Clair County CMH Services | abuse class III | Other | Other | Suspension | Training | |
| Summit Pointe Behavioral Health | abuse class III | Residential DD | Suspension | Employment Termination | | |
| Summit Pointe Behavioral Health | abuse class III | Residential DD | Suspension | Employment Termination | | |
| Summit Pointe Behavioral Health | abuse class III | Residential DD | Suspension | Employment Termination | | |
| Summit Pointe Behavioral Health | abuse class III | Residential DD | Suspension | Employment Termination | | |
| Summit Pointe Behavioral Health | abuse class III | Residential DD | Suspension | Employment Termination | | |
| Summit Pointe Behavioral Health | abuse class III | Mixed Residential (MI/DD) | Suspension | Employment Termination | | |
| Summit Pointe Behavioral Health | abuse class III | Mixed Residential (MI/DD) | Suspension | Employment Termination | | |
| Summit Pointe Behavioral Health | abuse class III | Other | Written Reprimand | Suspension | | |
| Summit Pointe Behavioral Health | abuse 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 |
|---|--------------------------------|---------------------------|---|--------------------------|--------------------------|--------------------------|
| Summit Pointe Behavioral Health | abuse class III | SIP | Written Reprimand | Training | staff transfer | |
| Summit Pointe Behavioral Health | abuse class III | Mixed Residential (MI/DD) | Suspension | Employment Termination | | |
| Summit Pointe Behavioral Health | abuse class III | Other | Employment Termination | | | |
| Summit Pointe Behavioral Health | abuse class III | Other | Employment Termination | | | |
| Summit Pointe Behavioral Health | abuse class III | Other | Written Reprimand | | | |
| Tuscola Behavioral Health Systems | abuse class III | Mixed Residential (MI/DD) | Written Reprimand | Staff Transfer | | |
| Tuscola Behavioral Health Systems | abuse class III | Mixed Residential (MI/DD) | Suspension | Training | | |
| Tuscola Behavioral Health Systems | abuse class III | Other | Suspension | Training | | |
| Washtenaw County Community Mental Health | abuse class III | Residential DD | Written Reprimand | Training | Other | |
| Washtenaw County Community Mental Health | abuse class III | SIP | Other | | | |
| Washtenaw County Community Mental Health | abuse class III | SIP | Written Reprimand | Training | | |
| Washtenaw County Community Mental Health | abuse class III | SIP | Written Reprimand | Staff Transfer | Training | |
| Washtenaw County Community Mental Health | abuse class III | SIP | Employee left the agency, but substantiated | | | |
| Washtenaw County Community Mental Health | abuse class III | SIP | Employee left the agency, but substantiated | | | |
| Washtenaw County Community Mental Health | abuse class III | SIP | Employee Termination | | | |
| Washtenaw County Community Mental Health | abuse class III | SIP | Employee left the agency, but substantiated | Training | | |
| Washtenaw County Community Mental Health | abuse class III | Residential DD | Employee Termination | | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|------------------------------|---------------------------------------|-------------------------------|---|---|---|---------------------------------|
| West Michigan CMH | abuse class III | Residential MI | Suspension | Training | Employment Termination | |
| West Michigan CMH | abuse class III | Residential MI | Suspension | Employment Termination | | |
| West Michigan CMH | abuse class III | SIP | Suspension | Training | | |
| AuSable Valley CMH | neglect class I | Residential DD | Verbal Counseling | | | |
| Bay-Arenac Behavioral Health | neglect class I | Mixed Residential (MI/DD) | Written Reprimand | Training | | |
| Bay-Arenac Behavioral Health | neglect class I | Mixed Residential (MI/DD) | Training | Employment Termination | Employee left the agency, but substantiated | |
| Bay-Arenac Behavioral Health | neglect class I | Mixed Residential (MI/DD) | Written Reprimand | Suspension | Training | |
| Detroit-Wayne MH Authority | neglect class I | Other | Suspension | | | |
| Detroit-Wayne MH Authority | neglect class I | Residential DD | Suspension | | | |
| Detroit-Wayne MH Authority | neglect class I | Residential DD | Staff Transfer | | | |
| Detroit-Wayne MH Authority | neglect class I | Residential DD | Employment Termination | | | |
| Detroit-Wayne MH Authority | neglect class I | Residential DD | Employee left the agency, but substantiated | | | |
| Detroit-Wayne MH Authority | neglect class I | Residential DD | Written Reprimand | Written Counseling | Suspension | |
| Detroit-Wayne MH Authority | neglect class I | Residential DD | Written Reprimand | Written Reprimand | | |
| Detroit-Wayne MH Authority | neglect class I | Residential DD | Suspension | Employee left the agency, but substantiated | | |
| Detroit-Wayne MH Authority | neglect class I | Residential DD | Employment Termination | Plan of Service Revision | | |
| Detroit-Wayne MH Authority | neglect class I | Residential MI | Written Reprimand | | | |
| Genesee Health System | neglect class I | Residential DD | Written Reprimand | | | |
| Genesee Health System | neglect class I | Residential DD | Employee left agency, but substantiated | | | |
| Genesee Health System | neglect class I | Residential DD | Contract Action | Other | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|---|-------------------------------------|---------------------------|---|---|----------------------------------|--------------------------|
| Lifeways | neglect class I | Residential DD | Suspension | Written Reprimand | | |
| Lifeways | neglect class I | Residential DD | Written Counseling | | | |
| Newaygo County CMH Services | neglect class I | Residential DD | Employment Termination | Written Reprimand | Training | |
| North Country CMH | neglect class I | Residential DD | Training | Employee left the agency, but substantiated | | |
| Oakland County | neglect class I | Residential MI | Employment Termination | | | |
| Oakland County | neglect class I | Residential DD | Employment Termination | Training | Environmental Repair/Enhancement | Other |
| Oakland County | neglect class I | Residential DD | Training | Written Reprimand | Training | Written Reprimand |
| Oakland County | neglect class I | Residential DD | Suspension | Employment Termination | Other | Training |
| Saginaw County CMH Authority | neglect class I | Residential DD | Employment Termination | | | |
| Saginaw County CMH Authority | neglect class I | Residential DD | Employee left the agency, but substantiated | Training | | |
| Saginaw County CMH Authority | neglect class I | Residential DD | Written Reprimand | Suspension | | |
| Saginaw County CMH Authority | neglect class I | Residential DD | Written Reprimand | Training | | |
| Saginaw County CMH Authority | neglect class I | Mixed Residential (MI/DD) | Written Reprimand | | | |
| Shiawasee County CMH Services | neglect class I | SIP | Verbal Counseling | | | |
| Shiawasee County CMH Services | neglect class I | Mixed Residential (MI/DD) | Written Reprimand | | | |
| Woodlands Behavioral Healthcare Network | neglect class I | Residential DD | Employment Termination | Policy Revision/Development | Training | Other |
| Detroit-Wayne MH Authority | neglect class I - failure to report | Residential MI | Contract Action | | | |
| Genesee Health System | neglect class I - failure to report | Residential DD | Employment Termination | Training | | |
| Livingston County CMH Services | neglect class I - failure to report | Residential DD | Employee left the agency, but substantiated | Written Reprimand | Training | |
| Macomb | neglect class I - failure to report | Workshop (prevocational) | Written Reprimand | Other | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|-----------------------------------|-------------------------------------|--------------------------|---|--------------------------|--------------------------|--------------------------|
| Sanilac County CMH Services | neglect class I - failure to report | Outpatient | Written Reprimand | Suspension | Training | |
| Sanilac County CMH Services | neglect class I - failure to report | Outpatient | Written Reprimand | Verbal Counseling | | |
| Tuscola Behavioral Health Systems | neglect class I - failure to report | Residential DD | Written Reprimand | Other | | |
| AuSable Valley CMH | neglect class II | SIP | Employment Termination | | | |
| AuSable Valley CMH | neglect class II | SIP | Employment Termination | | | |
| AuSable Valley CMH | neglect class II | SIP | Employee left the agency, but substantiated | | | |
| Barry County CMHA | neglect class II | Residential MI | Written Reprimand | | | |
| CMH for Central Michigan | neglect class II | Workshop (Prevocational) | Written Reprimand | Training | | |
| CMH for Central Michigan | neglect class II | SIP | Employment Termination | | | |
| CMH for Central Michigan | neglect class II | Residential DD | Employment Termination | Training | | |
| CMH for Central Michigan | neglect class II | Residential MI | Employment Termination | | | |
| CMH for Central Michigan | neglect class II | Residential DD | Written Reprimand | | | |
| Detroit-Wayne MH Authority | neglect class II | Day Program DD | Suspension | | | |
| Detroit-Wayne MH Authority | neglect class II | Other | Employment Termination | | | |
| Detroit-Wayne MH Authority | neglect class II | Other | Training | Suspension | | |
| Detroit-Wayne MH Authority | neglect class II | Residential DD | Written Counseling | | | |
| Detroit-Wayne MH Authority | neglect class II | Residential DD | Written Counseling | | | |
| Detroit-Wayne MH Authority | neglect class II | Residential DD | Written Reprimand | | | |
| Detroit-Wayne MH Authority | neglect class II | Residential DD | Suspension | | | |
| Detroit-Wayne MH Authority | neglect class II | Residential DD | Suspension | | | |
| Detroit-Wayne MH Authority | neglect class II | Residential DD | Employment Termination | | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|-------------------------------|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| Detroit-Wayne MH Authority | neglect class II | Residential DD | Employment Termination | | | |
| Detroit-Wayne MH Authority | neglect class II | Residential DD | Written Counseling | Suspension | Training | |
| Detroit-Wayne MH Authority | neglect class II | Residential DD | Suspension | Training | | |
| Detroit-Wayne MH Authority | neglect class II | Residential DD | Suspension | Employment Termination | | |
| Detroit-Wayne MH Authority | neglect class II | Residential MI | Written Reprimand | | | |
| Detroit-Wayne MH Authority | neglect class II | Residential MI | Employment Termination | | | |
| Genesee Health System | neglect class II | Residential DD | Employment Termination | Training | | |
| Genesee Health System | neglect class II | Residential DD | Employee left agency, but substantiated | Other | | |
| Genesee Health System | neglect class II | Residential DD | Written Reprimand | Training | | |
| Genesee Health System | neglect class II | Residential DD | Written Reprimand | Training | Training | |
| HealthWest CMH Services | neglect class II | Residential DD | Employee left the agency, but substantiated | | | |
| HealthWest CMH Services | neglect class II | Residential DD | Employee left the agency, but substantiated | | | |
| Kalamazoo CMH and SA Services | neglect class II | Mixed Residential (MI/DD) | Policy Revision/Development | Suspension | Written Reprimand | |
| Kalamazoo CMH and SA Services | neglect class II | Residential DD | Policy Revision/Development | Written Reprimand | | |
| Kalamazoo CMH and SA Services | neglect class II | Residential DD | Written Reprimand | | | |
| 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 | Contract Action | Employment Termination | |
| Kalamazoo CMH and SA Services | neglect class II | Mixed Residential (MI/DD) | Training | Contract Action | | |
| Kalamazoo CMH and SA Services | neglect class II | Mixed Residential (MI/DD) | Employment Termination | Training | Written Reprimand | |
| Lapeer County CMH Services | neglect class II | Residential MI | Employment Termination | | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|-----------------------------|--------------------------------|------------------------|---|--------------------------|--------------------------|--------------------------|
| Lifeways | neglect class II | Residential MI | Suspension | Other | | |
| Lifeways | neglect class II | Residential MI | Written Reprimand | | | |
| Lifeways | neglect class II | Residential MI/DD | Employment Termination | | | |
| Macomb | neglect class II | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class II | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class II | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class II | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class II | Residential MI | Written Reprimand | Other | | |
| Macomb | neglect class II | Residential MI | Written Reprimand | Other | | |
| Macomb | neglect class II | Residential MI | Written Reprimand | Other | | |
| Macomb | neglect class II | Residential DD | Written Reprimand x 3 | Other | | |
| Macomb | neglect class II | Residential DD | Employment Termination | Other | | |
| Macomb | neglect class II | Residential DD | Written Reprimand | Training | Other | |
| Macomb | neglect class II | Residential DD | Written Reprimand | Training | Other | |
| Macomb | neglect class II | Residential DD | Written Reprimand | Training | Other | |
| Macomb | neglect class II | Residential DD | Written Reprimand | Training | Other | |
| Macomb | neglect class II | Residential DD | Written Reprimand | Training | Other | |
| Macomb | neglect class II | Residential DD | Staff Transfer | Other x 2 | | |
| Macomb | neglect class II | Residential DD | Employee left the agency, but substantiated | Other | | |
| Macomb | neglect class II | Other | Contract Action | | | |
| Monroe CMH Authority | neglect class II | SIP | Written Counseling | Training | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|---|--------------------------------|---------------------------|---|--------------------------|---|--------------------------|
| Monroe CMH Authority | neglect class II | SIP | Training | Contract Action | Recipient Transfer to another Provider/Site | |
| Monroe CMH Authority | neglect class II | Residential DD | Written Counseling | Training | | |
| network180 | neglect class II | Day Program DD | Suspension | | | |
| network180 | neglect class II | Day Program DD | Suspension | | | |
| network180 | neglect class II | Other | Employment Termination | | | |
| North Country CMH | neglect class II | SIP | Employment Termination | | | |
| North Country CMH | neglect class II | Residential DD | Written Reprimand | Training | | |
| North Country CMH | neglect class II | Residential DD | Employee left the agency, but substantiated | | | |
| North Country CMH | neglect class II | Residential DD | Written Reprimand | | | |
| Northeast Michigan CMH Authority | neglect class II | Residential DD | Suspension | | | |
| Northern Lakes CMH | neglect class II | Residential DD | Suspension | | | |
| Northern Lakes CMH | neglect class II | Residential DD | Written Counseling | | | |
| Northpointe Behavioral Healthcare Systems | neglect class II | Mixed Residential (MI/DD) | Verbal Counseling | Written Reprimand | Environmental Repair/Enhancement | |
| Oakland County | neglect class II | SIP | Employment Termination | | | |
| Oakland County | neglect class II | Residential DD | Written Counseling | Training | Other | |
| Oakland County | neglect class II | Residential MI/DD | Employment Termination | Training | Other | Other |
| Oakland County | neglect class II | Residential MI | Verbal Counseling | | | |
| Oakland County | neglect class II | Residential MI/DD | Verbal Counseling | Written Counseling | Training x 2 | Other |
| Oakland County | neglect class II | Residential DD | Written Reprimand | Training | Other | |
| Oakland County | neglect class II | Residential DD | Suspension | Training | Other | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|-------------------------------------|--------------------------------|---------------------------|-----------------------------|---|--------------------------|--------------------------|
| Oakland County | neglect class II | Residential DD | Written Reprimand | Training | | |
| Oakland County | neglect class II | Residential DD | Employment Termination | | | |
| Oakland County | neglect class II | Residential DD | Written Reprimand | | | |
| Oakland County | neglect class II | Other | Policy Revision/Development | Written Reprimand | Training | |
| Oakland County | neglect class II | Residential DD | Training | Employment Termination | | |
| Oakland County | neglect class II | SIP | Training | Written Reprimand | Training | |
| Oakland County | neglect class II | Residential DD | Written Reprimand | Demotion | | |
| Oakland County | neglect class II | Residential DD | Written Reprimand | Staff Transfer | | |
| Saginaw County CMH Authority | neglect class II | Residential DD | Employment Termination | Written Reprimand | | |
| Saginaw County CMH Authority | neglect class II | Mixed Residential (MI/DD) | Employment Termination | | | |
| Saginaw County CMH Authority | neglect class II | Residential MI | Other | | | |
| Shiawasee County CMH Services | neglect class II | SIP | Verbal Counseling | Employee left the agency, but substantiated | | |
| St Clair County CMH Services | neglect class II | Other | Written Reprimand | | | |
| Summit Pointe Behavioral Health | neglect class II | Mixed Residential (MI/DD) | Written Reprimand | | | |
| Summit Pointe Behavioral Health | neglect class II | Mixed Residential (MI/DD) | Written Reprimand | | | |
| Summit Pointe Behavioral Health | neglect class II | Mixed Residential (MI/DD) | Written Reprimand | | | |
| Summit Pointe Behavioral Health | neglect class II | Mixed Residential (MI/DD) | Written Reprimand | | | |
| Summit Pointe Behavioral Health | neglect class II | Mixed Residential (MI/DD) | Written Reprimand | | | |
| Summit Pointe Behavioral Health | neglect class II | Mixed Residential (MI/DD) | Written Reprimand | | | |
| Summit Pointe Behavioral Health | neglect class II | 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 |
|--|---|------------------------|---|--------------------------|----------------------------------|--------------------------|
| Summit Pointe Behavioral Health | neglect class II | SIP | Written Reprimand | | | |
| Summit Pointe Behavioral Health | neglect class II | Other | Employment Termination | | | |
| Summit Pointe Behavioral Health | neglect class II | SIP | Written Reprimand | Staff Transfer | | |
| Washtenaw County Community Mental Health | neglect class II | SIP | Training | Contract Action | | |
| Washtenaw County Community Mental Health | neglect class II | Residential MI/DD | Employment Termination | | | |
| Washtenaw County Community Mental Health | neglect class II | SIP | Training | Contract Action | Environmental Repair/Enhancement | Plan of Service Revision |
| CMH Authority of Clinton Eaton Ingham Co | neglect class II - failure to report | Residential DD | Written Counseling | Suspension | Training | |
| CMH Authority of Clinton Eaton Ingham Co | neglect class II - failure to report | Residential DD | Written Reprimand | | | |
| CMH for Central Michigan | neglect class II - failure to report | SIP | Written Reprimand | | | |
| Detroit-Wayne MH Authority | neglect class II - failure to report | Other | Written Reprimand | | | |
| Detroit-Wayne MH Authority | neglect class II - failure to report | Outpatient | Verbal Counseling | | | |
| Detroit-Wayne MH Authority | neglect class II - failure to report | Residential DD | Suspension | | | |
| Detroit-Wayne MH Authority | neglect class II - failure to report | Residential DD | Employee left the agency, but substantiated | | | |
| Detroit-Wayne MH Authority | neglect class II - failure to report | Residential DD | Employee left the agency, but substantiated | Other | | |
| Detroit-Wayne MH Authority | neglect class II - failure to report | Residential MI | Suspension | | | |
| Genesee Health System | neglect class II - failure to report | Residential DD | Employee left agency, but substantiated | Other | | |
| Genesee Health System | neglect class II - failure to report | Residential DD | Written Reprimand | Training | | |
| Genesee Health System | neglect class II - failure to report | Residential DD | Employee left agency, but substantiated | Written Reprimand | Training | |
| Genesee Health System | neglect class II - failure to report | Residential DD | Employee left agency, but substantiated | | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|--------------------------------|---------------------------------------|-------------------------------|---|---|---------------------------------|---------------------------------|
| Genesee Health System | neglect class II - failure to report | Residential DD | Employee left agency, but substantiated | | | |
| Genesee Health System | neglect class II - failure to report | Residential DD | Written Reprimand | Training | | |
| Genesee Health System | neglect class II - failure to report | Residential DD | Written Reprimand | Training | | |
| Genesee Health System | neglect class II - failure to report | Residential DD | Written Counseling | Employee left agency, but substantiated | | |
| Gratiot County CMH Services | neglect class II - failure to report | Residential DD | Written Reprimand | | | |
| HealthWest CMH Services | neglect class II - failure to report | Residential MI | Written Reprimand | | | |
| Ionia County CMH Services | neglect class II - failure to report | Residential DD | Employee left the agency, but substantiated | | | |
| Ionia County CMH Services | neglect class II - failure to report | Residential DD | Written Reprimand | | | |
| Ionia County CMH Services | neglect class II - failure to report | Residential DD | Written Reprimand | | | |
| Kalamazoo CMH and SA Services | neglect class II - failure to report | Residential DD | Training | 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 | Outpatient | Training | Written Reprimand | | |
| Kalamazoo CMH and SA Services | neglect class II - failure to report | Case Management | Training | Written Reprimand | | |
| Kalamazoo CMH and SA Services | neglect class II - failure to report | Mixed Residential (MI/DD) | Suspension | Training | 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 | Mixed Residential (MI/DD) | Training | Written Reprimand | | |
| Livingston County CMH Services | neglect class II - failure to report | SIP | Written Reprimand | Suspension | Training | |
| Livingston County CMH Services | neglect class II - failure to report | Residential DD | Written Reprimand | Training | Contract Action | |
| Livingston County CMH Services | neglect class II - failure to report | Residential DD | Employee left the agency, but substantiated | | | |
| Macomb | neglect class II - 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 |
|----------------------|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| Macomb | neglect class II - failure to report | SIP | Employee left the agency, but substantiated | Other | | |
| Macomb | neglect class II - failure to report | SIP | Employee left the agency, but substantiated | Other | | |
| Macomb | neglect class II - failure to report | SIP | Employee left the agency, but substantiated | Other | | |
| Macomb | neglect class II - failure to report | SIP | Written Reprimand | Other | | |
| Macomb | neglect class II - failure to report | Residential DD | Written Reprimand | Training | | |
| Macomb | neglect class II - failure to report | Residential DD | Written Reprimand | Training | | |
| Macomb | neglect class II - failure to report | Case Management | Written Reprimand | Other | | |
| Macomb | neglect class II - failure to report | Residential MI | Written Reprimand | Other | | |
| Macomb | neglect class II - failure to report | Other | Written Reprimand | Other | | |
| Macomb | neglect class II - failure to report | Other | Written Reprimand | Other | | |
| Macomb | neglect class II - failure to report | Other | Written Reprimand | Other | | |
| Macomb | neglect class II - failure to report | Residential DD | Employee left the agency, but substantiated | Other | | |
| Macomb | neglect class II - failure to report | Residential DD | Written Reprimand x 4 | Other | | |
| Macomb | neglect class II - failure to report | Other | Written Reprimand | Other | | |
| Macomb | neglect class II - failure to report | Other | Written Reprimand | Other | | |
| Macomb | neglect class II - failure to report | SIP | Written Reprimand | Other | | |
| Macomb | neglect class II - failure to report | SIP | Employment Termination | Other | | |
| Macomb | neglect class II - failure to report | Case Management | Written Reprimand | Other | | |
| Macomb | neglect class II - failure to report | Outpatient | Written Reprimand | Training | Other | |
| Macomb | neglect class II - failure to report | Other | Written Reprimand | Training | Other | |
| Monroe CMH Authority | neglect class II - failure to report | Workshop (prevocational) | Written Reprimand | Training | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|---|---|---------------------------|--------------------------|---|---|--------------------------|
| Monroe CMH Authority | neglect class II - failure to report | Residential DD | Written Reprimand | Training | | |
| Northeast Michigan CMH Authority | neglect class II - failure to report | Residential DD | Employment Termination | | | |
| Oakland County | neglect class II - failure to report | Residential MI/DD | Employment Termination | | | |
| Oakland County | neglect class II - failure to report | Residential MI/DD | Employment Termination | | | |
| Oakland County | neglect class II - failure to report | Residential DD | Written Reprimand | | | |
| Oakland County | neglect class II - failure to report | Residential DD | Suspension | Training | | |
| Oakland County | neglect class II - failure to report | Residential MI | Written Reprimand | Training | Employee left the agency, but substantiated | |
| Saginaw County CMH Authority | neglect class II - failure to report | Mixed Residential (MI/DD) | Demotion | Staff Transfer | | |
| Saginaw County CMH Authority | neglect class II - failure to report | Day Program DD | Written Reprimand | | | |
| Shiawasee County CMH Services | neglect class II - failure to report | SIP | Verbal Counseling | Employee left the agency, but substantiated | | |
| St Clair County CMH Services | neglect class II - failure to report | Residential DD | Employment Termination | Employment Termination | | |
| Tuscola Behavioral Health Systems | neglect class II - failure to report | Residential DD | Written Counseling | Training | | |
| Washtenaw County Community Mental Health | neglect class II - failure to report | Case Management | Written Reprimand | Suspension | Training | |
| Washtenaw County Community Mental Health | neglect class II - failure to report | SIP | Written Reprimand | Suspension | Training | |
| Washtenaw County Community Mental Health | neglect class II - failure to report | SIP | Written Reprimand | | | |
| Washtenaw County Community Mental Health | neglect class II - failure to report | Residential DD | Written Reprimand | Training | | |
| Washtenaw County Community Mental Health | neglect class II - failure to report | SIP | Other | | | |
| Washtenaw County Community Mental Health | neglect class II - failure to report | Day Program DD | Written Reprimand | Training | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|--|--------------------------------------|---------------------------|---|---|--------------------------|--------------------------|
| Washtenaw County Community Mental Health | neglect class II - failure to report | SIP | Written Reprimand | | | |
| West Michigan CMH | neglect class II - failure to report | Residential DD | Employee left the agency, but substantiated | | | |
| West Michigan CMH | neglect class II - failure to report | Residential DD | Employee left the agency, but substantiated | | | |
| West Michigan CMH | neglect class II - failure to report | Residential DD | Employee left the agency, but substantiated | | | |
| West Michigan CMH | neglect class II - failure to report | Residential DD | Employee left the agency, but substantiated | | | |
| West Michigan CMH | neglect class II - failure to report | Residential DD | Employee left the agency, but substantiated | | | |
| Allegan County CMH | neglect class III | Mixed Residential (MI/DD) | Employment Termination | Policy Revision/Development | | |
| AuSable Valley CMH | neglect class III | Case Management | Plan of Service Revision | | | |
| AuSable Valley CMH | neglect class III | SIP | Verbal Counseling | | | |
| AuSable Valley CMH | neglect class III | Residential DD | Verbal Counseling | | | |
| AuSable Valley CMH | neglect class III | Residential DD | Verbal Counseling | | | |
| AuSable Valley CMH | neglect class III | Residential DD | Verbal Counseling | | | |
| Bay-Arenac Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | Suspension | Training | |
| Bay-Arenac Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | Employee left the agency, but substantiated | | |
| Bay-Arenac Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Employment Termination | | | |
| Bay-Arenac Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Employment Termination | | | |
| Bay-Arenac Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Employment Termination | | | |
| Bay-Arenac Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Employment Termination | | | |
| Bay-Arenac Behavioral Health | 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 |
|------------------------------|---------------------------------------|-------------------------------|---------------------------------|---|---------------------------------|---------------------------------|
| 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) | Employment Termination | | | |
| 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 | Suspension | 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 | Employment Termination | |
| 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 | | | |
| 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 | Policy Revision/ Development | | |
| Bay-Arenac Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Training | Employment Termination | | |
| Bay-Arenac Behavioral Health | neglect class III | SIP | Suspension | Training | | |
| Bay-Arenac Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Training | Employment Termination | | |
| Bay-Arenac Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Training | Employee left the agency, but substantiated | Policy Revision/D evelopment | |
| Bay-Arenac Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Training | Employee left the agency, but substantiated | | |
| Bay-Arenac Behavioral Health | neglect class III | Workshop (Prevocational) | Employment Termination | | | |
| Bay-Arenac Behavioral Health | 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 |
|--|---------------------------------------|-------------------------------|---|---|---------------------------------|---------------------------------|
| 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) | Training | Employment Termination | | |
| 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 | Case Management | Employment Termination | | | |
| Bay-Arenac Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Employee left the agency, but substantiated | Policy Revision/ Development | | |
| Berrien/Riverwood Center | neglect class III | Residential DD | Written Reprimand | | | |
| Berrien/Riverwood Center | neglect class III | Residential MI | Written Reprimand | | | |
| Berrien/Riverwood Center | neglect class III | SIP | Suspension | | | |
| Centra Wellness Network | neglect class III | Case Management | Employment Termination | | | |
| CMH Authority of Clinton Eaton Ingham Co | neglect class III | Residential DD | Verbal Counseling | Written Reprimand | Training | |
| CMH for Central Michigan | neglect class III | Residential DD | Written Reprimand | | | |
| CMH for Central Michigan | neglect class III | Other | Written Reprimand | | | |
| CMH for Central Michigan | neglect class III | SIP | Written Reprimand | | | |
| CMH for Central Michigan | neglect class III | Residential MI | Written Reprimand | Training | | |
| CMH for Central Michigan | neglect class III | SIP | Written Reprimand | Training | | |
| CMH for Central Michigan | neglect class III | SIP | Suspension | Other | | |
| CMH for Central Michigan | neglect class III | SIP | Written Reprimand | Employee left the agency, but substantiated | Training | |
| CMH for Central Michigan | neglect class III | SIP | Written Reprimand | | | |
| CMH for Central Michigan | neglect 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 |
|-----------------------------------|--------------------------------|------------------------|--------------------------|---|------------------------------|--------------------------|
| CMH for Central Michigan | neglect class III | Residential DD | Written Reprimand | | | |
| 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 | SIP | Employment Termination | | | |
| CMH for Central Michigan | neglect class III | Residential MI | Written Reprimand | Training | | |
| CMH for Central Michigan | neglect class III | SIP | Employment Termination | | | |
| CMH for Central Michigan | neglect class III | Residential MI | Written Counseling | Employee left the agency, but substantiated | Policy Revision/ Development | |
| CMH for Central Michigan | neglect class III | Other | Written Reprimand | Training | | |
| CMH for Central Michigan | neglect class III | Residential DD | Written Reprimand | | | |
| CMH for Central Michigan | neglect class III | Residential DD | Written Reprimand | | | |
| Detroit-Wayne MH Authority | neglect class III | Day Program DD | Suspension | | | |
| Detroit-Wayne MH Authority | neglect class III | Day Program DD | Training | Written Reprimand | | |
| Detroit-Wayne MH Authority | neglect class III | Day Program DD | Verbal Counseling | Policy Revision/ Development | | |
| Detroit-Wayne MH Authority | neglect class III | Day Program DD | Suspension | Verbal Counseling | | |
| Detroit-Wayne MH Authority | neglect class III | Day Program DD | Pending | | | |
| Detroit-Wayne MH Authority | neglect class III | Other | Written Reprimand | | | |
| Detroit-Wayne MH Authority | neglect class III | Other | Suspension | | | |
| Detroit-Wayne MH Authority | neglect class III | Other | Suspension | | | |
| Detroit-Wayne MH Authority | neglect class III | Other | Employment Termination | | | |
| Detroit-Wayne MH Authority | 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 |
|-----------------------------------|--------------------------------|------------------------|---|------------------------------|-----------------------------------|--------------------------|
| Detroit-Wayne MH Authority | neglect class III | Other | Employee left the agency, but substantiated | | | |
| Detroit-Wayne MH Authority | neglect class III | Other | Written Counseling | Suspension | | |
| Detroit-Wayne MH Authority | neglect class III | Other | Suspension | Suspension | | |
| Detroit-Wayne MH Authority | neglect class III | Other | Suspension | Employment Termination | | |
| Detroit-Wayne MH Authority | neglect class III | Other | Employment Termination | Written Reprimand | Environmental Repair/ Enhancement | |
| Detroit-Wayne MH Authority | neglect class III | Outpatient | Employment Termination | | | |
| Detroit-Wayne MH Authority | neglect class III | Outpatient | Written Counseling | Policy Revision/ Development | Training | |
| 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 | 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 | | | |
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Staff Transfer | | | |
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Training | Written Reprimand | | |
| 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 | | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | 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 | | | |
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Contract Action | | | |
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Contract Action | | | |
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Contract Action | | | |
| 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 | 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 | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|----------------------------|---------------------------------------|-------------------------------|---|---|---------------------------------|--|
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Written Reprimand | Training | | |
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Written Reprimand | Training | Policy Revision/ Development | |
| 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 | Verbal Counseling | | |
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Suspension | Written Reprimand | | |
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Suspension | Written Reprimand | | |
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Suspension | Training | | |
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Suspension | Employment Termination | | |
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Suspension | Employment Termination | | |
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Staff Transfer | Suspension | | |
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Employment Termination | Employment Termination | | |
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Environmental Repair/ Enhancement | Training | Written Reprimand | Employment Termination, Contract Action |
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Environmental Repair/ Enhancement | Training | Written Reprimand | Employment Termination, Contract Action |
| Detroit-Wayne MH Authority | neglect class III | Residential DD | Employee left the agency, but substantiated | | | |
| Detroit-Wayne MH Authority | neglect class III | Residential MI | Demotion | | | |
| 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 | Contract Action | | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|-----------------------------------|--------------------------------|--------------------------|--------------------------|-----------------------------|--------------------------|--------------------------|
| Detroit-Wayne MH Authority | neglect class III | Residential MI | Contract Action | | | |
| Detroit-Wayne MH Authority | neglect class III | Residential MI | Verbal Counseling | Suspension | Contract Action | |
| Detroit-Wayne MH Authority | neglect class III | Residential MI | Written Counseling | Employment Termination | | |
| Detroit-Wayne MH Authority | neglect class III | Residential MI | Written Counseling | Policy Revision/Development | Training | |
| Detroit-Wayne MH Authority | neglect class III | Residential MI | Written Reprimand | Employment Termination | | |
| Detroit-Wayne MH Authority | neglect class III | Residential MI | Written Reprimand | Policy Revision/Development | | |
| Detroit-Wayne MH Authority | neglect class III | Residential MI | Suspension | Training | | |
| Detroit-Wayne MH Authority | neglect class III | Residential MI | Employment Termination | Written Counseling x 2 | Verbal Counseling | |
| Detroit-Wayne MH Authority | neglect class III | Residential MI | Other | Training | Contract Action | |
| Detroit-Wayne MH Authority | neglect class III | Residential MI | Other | Contract Action | | |
| Detroit-Wayne MH Authority | neglect class III | SIP | Suspension | Written Reprimand | Training | |
| Detroit-Wayne MH Authority | neglect class III | Supported Employment | Written Counseling | | | |
| Detroit-Wayne MH Authority | neglect class III | Supported Employment | Employment Termination | | | |
| Detroit-Wayne MH Authority | neglect class III | Supported Employment | Employment Termination | | | |
| Detroit-Wayne MH Authority | neglect class III | Workshop (Prevocational) | Employment Termination | | | |
| Genesee Health System | neglect class III | Day Program MI | Suspension | Training | | |
| Genesee Health System | neglect class III | Day Program MI | Training | Suspension | | |
| Genesee Health System | neglect class III | Day Program MI | Suspension | Training | | |
| Genesee Health System | neglect class III | Day Program MI | Suspension | Training | | |
| Genesee Health System | neglect class III | Other | Written Reprimand | Other | | |
| Genesee Health System | 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 |
|-----------------------|---------------------------------------|-------------------------------|---|---|---------------------------------|---------------------------------|
| Genesee Health System | neglect class III | Other | Employment Termination | | | |
| Genesee Health System | neglect class III | Residential DD | Written Reprimand | Other | | |
| Genesee Health System | neglect class III | Residential DD | Written Reprimand | | | |
| Genesee Health System | neglect class III | Residential DD | Written Reprimand | Training | | |
| Genesee Health System | neglect class III | Residential DD | Written Reprimand | Policy Revision/ Development | Training | |
| Genesee Health System | neglect class III | Residential DD | Written Reprimand | Employee left agency, but substantiated | Training | |
| Genesee Health System | neglect class III | Residential DD | Employment Termination | 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 | Suspension | Policy Revision/ Development | | |
| Genesee Health System | neglect class III | Residential DD | Written Reprimand | Other | | |
| Genesee Health System | neglect class III | Residential DD | Written Reprimand | Other | | |
| Genesee Health System | neglect class III | Residential DD | Employment Termination | | | |
| Genesee Health System | neglect class III | Residential DD | Employee left agency, but substantiated | 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 | Employee left agency, but substantiated | Training | | |
| Genesee Health System | neglect class III | Residential DD | Written Reprimand | Training | | |
| Genesee Health System | neglect class III | Residential DD | Employment Termination | Written Reprimand | Training | |
| Genesee Health System | 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 |
|-----------------------|---------------------------------------|-------------------------------|---|---|--|----------------------------------|
| Genesee Health System | neglect class III | Residential DD | Written Reprimand | Training | | |
| Genesee Health System | neglect class III | Residential DD | Employee left agency, but substantiated | Training | | |
| Genesee Health System | neglect class III | Residential DD | Written Reprimand | Training | | |
| Genesee Health System | neglect class III | Residential DD | Written Reprimand | Training | Policy Revision/Development | |
| Genesee Health System | neglect class III | Residential MI | Written Reprimand | Training | Policy Revision/Development | Environmental Repair/Enhancement |
| Genesee Health System | neglect class III | Residential MI | Written Reprimand | Employee left agency, but substantiated | Training, Environmental Repair/Enhancement | Policy Revision/Development |
| Genesee Health System | neglect class III | Residential MI | Suspension | Verbal Counseling | Policy Revision/Development | |
| Genesee Health System | neglect class III | Residential MI | Written Reprimand | Training | Training | |
| Genesee Health System | neglect class III | Residential MI | Suspension | Other | | |
| Genesee Health System | neglect class III | Residential MI | Written Reprimand | Other | | |
| Genesee Health System | neglect class III | Residential MI | Employment Termination | | | |
| Genesee Health System | neglect class III | Residential MI | Employment Termination | | | |
| Genesee Health System | neglect class III | Residential MI | Written Reprimand | Training | | |
| Genesee Health System | neglect class III | Residential MI | Employee left agency, but substantiated | | | |
| Genesee Health System | neglect class III | Residential MI | Employee left agency, but substantiated | | | |
| Genesee Health System | neglect class III | Residential MI/DD | Employee left agency, but substantiated | 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 | | | |
| Genesee Health System | neglect class III | Residential MI/DD | Written Reprimand | Policy Revision/Development | Other | Training |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|-----------------------------|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| Genesee Health System | neglect class III | Residential MI/DD | Written Counseling | Policy Revision/Development | Training | |
| Genesee Health System | neglect class III | Residential MI/DD | Employee left agency, but substantiated | Training | | |
| Genesee Health System | neglect class III | Residential MI/DD | Written Reprimand | Training | Other | |
| Genesee Health System | neglect class III | Residential MI/DD | Written Reprimand | Training | | |
| Genesee Health System | neglect class III | Residential DD | Employment Termination | | | |
| Genesee Health System | neglect class III | Residential DD | Employee left agency, but substantiated | | | |
| Gogebic County CMH Services | neglect class III | Residential DD | Written Reprimand | Training | Policy Revision/Development | |
| 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 | Written Reprimand | | | |
| HealthWest CMH Services | neglect class III | Residential DD | Written Reprimand | | | |
| HealthWest CMH Services | neglect class III | Residential DD | Written Reprimand | | | |
| 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 | SIP | 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 |
|-------------------------------|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| HealthWest CMH Services | neglect class III | Residential DD | Employee left the agency, but substantiated | | | |
| HealthWest CMH Services | neglect class III | Residential DD | Employment Termination | | | |
| HealthWest CMH Services | neglect class III | Residential DD | Employment Termination | | | |
| HealthWest CMH Services | neglect class III | Residential DD | Employment Termination | | | |
| HealthWest CMH Services | neglect class III | Residential DD | Employment Termination | | | |
| HealthWest CMH Services | neglect class III | Residential DD | Employment Termination | | | |
| HealthWest CMH Services | neglect class III | Residential DD | Employment Termination | | | |
| HealthWest CMH Services | neglect class III | Residential MI | Employee left the agency, but substantiated | | | |
| HealthWest CMH Services | neglect class III | Residential MI | Employee left the agency, but substantiated | | | |
| HealthWest CMH Services | neglect class III | Residential MI | Employee left the agency, but substantiated | | | |
| Hiawatha Behavioral Health | neglect class III | Other | Staff Transfer | Contract Action | | |
| Hiawatha Behavioral Health | neglect class III | Residential DD | Training | Suspension | | |
| Hiawatha Behavioral Health | neglect class III | Residential DD | Employment Termination | | | |
| Hiawatha Behavioral Health | neglect class III | Residential DD | Employment Termination | | | |
| Hiawatha Behavioral Health | neglect class III | Residential DD | Employee left the agency, but substantiated | | | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Employment Termination | Policy Revision/ Development | Training | |
| Kalamazoo CMH and SA Services | neglect class III | Residential DD | Written Reprimand | | | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Environmental Repair/ Enhancement | Training | Written Reprimand | |
| Kalamazoo CMH and SA Services | neglect class III | Residential DD | Written Reprimand | | | |
| Kalamazoo CMH and SA Services | 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 |
|--------------------------------------|--------------------------------|---------------------------|-----------------------------|-----------------------------|--------------------------|--------------------------|
| Kalamazoo CMH and SA Services | neglect class III | Residential DD | Suspension | Training | | |
| Kalamazoo CMH and SA Services | neglect class III | Residential DD | Written Reprimand | | | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Contract Action | | | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Employment Termination | Training | Written Reprimand | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Contract Action | | | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Plan of Service Revision | Suspension | Training | |
| 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) | Contract Action | Policy Revision/Development | | |
| Kalamazoo CMH and SA Services | neglect class III | Case Management | Written Reprimand | | | |
| Kalamazoo CMH and SA Services | neglect class III | SIP | Policy Revision/Development | Staff Transfer | Suspension | Training |
| 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) | Suspension | 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) | Policy Revision/Development | 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) | Training | Written Reprimand | | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Contract Action | | | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Staff Transfer | Training | Written Reprimand | |
| Kalamazoo CMH and SA Services | neglect class III | Case Management | Training | Written Counseling | | |
| Kalamazoo CMH and SA Services | neglect class III | SIP | Training | Written Reprimand | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|--------------------------------------|--------------------------------|---------------------------|-----------------------------|-----------------------------|--------------------------|--------------------------|
| Kalamazoo CMH and SA Services | neglect class III | Other | Employment Termination | Policy Revision/Development | Training | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Employment Termination | Written Reprimand | | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | | | |
| Kalamazoo CMH and SA Services | neglect class III | Case Management | Training | Written Reprimand | | |
| Kalamazoo CMH and SA Services | neglect class III | SIP | 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) | Training | Written Reprimand | | |
| Kalamazoo CMH and SA Services | neglect class III | Case Management | Employment Termination | | | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Policy Revision/Development | Suspension | Training | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Suspension | | | |
| 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) | 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) | Written Reprimand | | | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Policy Revision/Development | 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 | Case Management | Employment Termination | | | |
| Kalamazoo CMH and SA Services | neglect class III | Outpatient | Employment Termination | | | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Employment Termination | Training | Written Reprimand | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Policy Revision/Development | | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|-------------------------------|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| Kalamazoo CMH and SA Services | neglect class III | Other | 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) | Written Reprimand | | | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Contract Action | | | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Contract Action | | | |
| Kalamazoo CMH and SA Services | neglect class III | Case Management | 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) | Training | Written Reprimand | | |
| Kalamazoo CMH and SA Services | neglect class III | Residential DD | Suspension | Written Reprimand | | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Suspension | | | |
| Kalamazoo CMH and SA Services | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | | | |
| Lapeer County CMH Services | neglect class III | Residential DD | Suspension | Written Reprimand | Training | |
| Lenawee County CMH Authority | neglect class III | Residential DD | Employee Termination | | | |
| Lenawee County CMH Authority | neglect class III | SIP | Written Reprimand | Training | | |
| Lenawee County CMH Authority | neglect class III | SIP | Written Reprimand | Training | | |
| Lenawee County CMH Authority | neglect class III | Residential MI/DD | Written Reprimand | Training | | |
| Lenawee County CMH Authority | neglect class III | Residential MI | Written Reprimand | Other | | |
| Lenawee County CMH Authority | neglect class III | Residential MI | Written Reprimand | Training | | |
| Lenawee County CMH Authority | neglect class III | Other | Employee left the agency, but substantiated | Policy Revision/Development | Other | |
| Lenawee County CMH Authority | neglect class III | Other | Employee left the agency, but substantiated | Policy Revision/Development | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|-------------------------------------|--------------------------------|------------------------|---|--------------------------|--------------------------|--------------------------|
| Lenawee County CMH Authority | neglect class III | Residential DD | Written Reprimand | Training | | |
| Lenawee County CMH Authority | neglect class III | Residential MI | Written Counsel | Other | | |
| Lenawee County CMH Authority | neglect class III | Residential DD | Written Reprimand | Training | | |
| Lifeways | neglect class III | SIP | Written Counseling | | | |
| Lifeways | neglect class III | SIP | Staff Transfer | | | |
| Lifeways | neglect class III | Outpatient | Written Reprimand | | | |
| Lifeways | neglect class III | Residential DD | Employment Termination | | | |
| Lifeways | neglect class III | Residential DD | Training | | | |
| Lifeways | neglect class III | SIP | Suspension | | | |
| Lifeways | neglect class III | SIP | Employee left the agency, but substantiated | Training | | |
| Lifeways | neglect class III | SIP | Employee left the agency, but substantiated | Training | | |
| Lifeways | neglect class III | SIP | Written Counseling | Training | | |
| Lifeways | neglect class III | SIP | Employee left the agency, but substantiated | Training | | |
| Lifeways | neglect class III | SIP | Employment Termination | | | |
| Lifeways | neglect class III | SIP | Employment Termination | | | |
| Lifeways | neglect class III | SIP | Written Counseling | | | |
| Lifeways | neglect class III | SIP | Employment Termination | | | |
| Lifeways | neglect class III | SIP | Employment Termination | | | |
| Lifeways | neglect class III | SIP | Employment Termination | | | |
| Lifeways | neglect class III | 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 |
|--------------------------------|--------------------------------|------------------------|---|-----------------------------|--------------------------|--------------------------|
| Lifeways | neglect class III | Residential DD | Staff Transfer | | | |
| Lifeways | neglect class III | Residential DD | Suspension | Training | | |
| Lifeways | neglect class III | Residential DD | Demotion | | | |
| Lifeways | neglect class III | Residential MI/DD | Employee left the agency, but substantiated | | | |
| Lifeways | neglect class III | SIP | Employment Termination | | | |
| Lifeways | neglect class III | SIP | Written Reprimand | Policy Revision/Development | | |
| Lifeways | neglect class III | SIP | Written Counseling | | | |
| Lifeways | neglect class III | SIP | Written Counseling | | | |
| Lifeways | neglect class III | Residential DD | Written Counseling | Suspension | Training | |
| Lifeways | neglect class III | Residential DD | Written Counseling | | | |
| Lifeways | neglect class III | SIP | Employment Termination | | | |
| Livingston County CMH Services | neglect class III | SIP | Employment Termination | | | |
| Livingston County CMH Services | neglect class III | SIP | Employment Termination | | | |
| Livingston County CMH Services | neglect class III | SIP | Contract Action | | | |
| Livingston County CMH Services | neglect class III | SIP | Employment Termination | | | |
| Livingston County CMH Services | neglect class III | Residential DD | Employment Termination | | | |
| Livingston County CMH Services | neglect class III | Residential DD | Training | Employment Termination | | |
| Livingston County CMH Services | neglect class III | Residential DD | Written Reprimand | Training | | |
| Livingston County CMH Services | neglect class III | Residential DD | Employee left the agency, but substantiated | Written Reprimand | Training | |
| Livingston County CMH Services | neglect class III | Residential DD | Demotion | Written Reprimand | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|---------------------------------------|--------------------------------|------------------------|---|--------------------------|--------------------------|--------------------------|
| Livingston County CMH Services | neglect class III | Residential DD | Written Reprimand | Training | | |
| Livingston County CMH Services | neglect class III | Residential DD | Written Counseling | Training | | |
| Livingston County CMH Services | neglect class III | SIP | Employment Termination | | | |
| Livingston County CMH Services | neglect class III | SIP | Employment Termination | | | |
| Livingston County CMH Services | neglect class III | SIP | Employment Termination | | | |
| Livingston County CMH Services | neglect class III | SIP | Training | Employment Termination | | |
| 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 | | | |
| Livingston County CMH Services | neglect class III | SIP | Employment Termination | | | |
| Livingston County CMH Services | neglect class III | SIP | Written Reprimand | Training | | |
| Macomb | neglect class III | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class III | Day Program DD | Written Reprimand | Other | | |
| Macomb | neglect class III | SIP | Employment Termination | Other | | |
| Macomb | neglect class III | Other | Employment Termination | Other | | |
| Macomb | neglect class III | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class III | Residential MI | Written Reprimand | Other | | |
| Macomb | neglect class III | Day Program MI | Suspension | Other | | |
| Macomb | neglect class III | Day Program MI | Suspension | Other | | |
| Macomb | neglect class III | SIP | Employment Termination | Other | | |
| Macomb | neglect class III | Residential DD | Written Reprimand | Other | | |

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

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

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

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

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|---------------|---------------------------------------|-------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| Macomb | neglect class III | Residential DD | Written Reprimand | Training | | |
| Macomb | neglect class III | Residential DD | Employment Termination | Other | | |
| Macomb | neglect class III | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class III | Residential DD | Employment Termination | Other | | |
| Macomb | neglect class III | Residential DD | Employment Termination | Other | | |
| Macomb | neglect class III | Residential DD | Employment Termination | Other | | |
| Macomb | neglect class III | Residential DD | Employment Termination | Other | | |
| Macomb | neglect class III | Residential MI | Written Reprimand | Other | | |
| Macomb | neglect class III | SIP | Employment Termination | Other | | |
| Macomb | neglect class III | SIP | Written Reprimand | Other | Other | |
| Macomb | neglect class III | Residential DD | Employment Termination | Other | | |
| Macomb | neglect class III | Residential DD | Written Reprimand | Written Reprimand | Other | |
| Macomb | neglect class III | Residential MI | Written Reprimand | Suspension | Other | |
| Macomb | neglect class III | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class III | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class III | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class III | Other | Employment Termination | Other | | |
| Macomb | neglect class III | Other | Employment Termination | Other | | |
| Macomb | neglect class III | Residential MI/DD | Written Reprimand | Training | Other | |
| Macomb | neglect class III | Workshop (prevocational) | Written Reprimand | Other | | |
| Macomb | neglect class III | Workshop (prevocational) | Written Reprimand | Other | | |

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

| Agency | Category (from Complaint Data) | Specific Provider Type | 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 | Other | | |
| Macomb | neglect class III | Residential MI | Written Reprimand | Other | | |
| Macomb | neglect class III | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class III | Residential DD | Employee left the agency, but substantiated | Other | | |
| Macomb | neglect class III | Residential MI | Written Reprimand | Other | | |
| Macomb | neglect class III | Other | Written Reprimand | Other | | |
| Macomb | neglect class III | Day Program DD | Written Reprimand | Other | | |
| Macomb | neglect class III | Workshop (prevocational) | Employee left the agency, but substantiated | 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 | Employee left the agency, but substantiated | Other | | |
| Macomb | neglect class III | Residential MI/DD | Staff Transfer | Other | | |
| Macomb | neglect class III | Residential MI/DD | Staff Transfer | Other | | |
| Macomb | neglect class III | Residential MI/DD | Staff Transfer | Other | | |
| Macomb | neglect class III | Residential MI | Written Reprimand | Other | | |
| Macomb | neglect class III | Other | Written Reprimand | Other | | |
| Macomb | neglect class III | Residential DD | Employee left the agency, but substantiated | Suspension | Other | |
| Macomb | neglect class III | Residential DD | Employee left the agency, but substantiated | Suspension | Other | |
| Macomb | neglect class III | 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 |
|---------------|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| Macomb | neglect class III | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class III | Other | Suspension | Other | | |
| Macomb | neglect class III | Other | 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 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 | Written Reprimand | Other | | |
| Macomb | neglect class III | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class III | Other | Written Reprimand | Other | Other | |
| Macomb | neglect class III | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class III | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class III | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class III | SIP | Written Reprimand | Other | | |
| Macomb | neglect class III | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class III | Residential MI/DD | Written Reprimand | Other | | |
| Macomb | neglect class III | Other | 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 | 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 |
|-----------------------------|--------------------------------|--------------------------|---|--------------------------|---|--------------------------|
| Macomb | neglect class III | Residential MI | Written Reprimand | Other | | |
| Macomb | neglect class III | Residential MI | | | | |
| Macomb | neglect class III | Residential MI/DD | | | | |
| Macomb | neglect class III | Residential MI | | | | |
| Macomb | neglect class III | Residential MI | | | | |
| Macomb | neglect class III | Residential DD | | | | |
| Macomb | neglect class III | Residential MI | | | | |
| Macomb | neglect class III | SIP | | | | |
| Monroe CMH Authority | neglect class III | SIP | Employee left the agency, but substantiated | | | |
| Monroe CMH Authority | neglect class III | SIP | Verbal Counsel | Training | | |
| Monroe CMH Authority | neglect class III | Other | Employee Termination | | | |
| Monroe CMH Authority | neglect class III | SIP | Written Counsel | Training | Training | |
| Monroe CMH Authority | neglect class III | SIP | Demotion | Training | | |
| Monroe CMH Authority | neglect class III | SIP | Training | Contract Action | Policy Revision/Development | |
| Monroe CMH Authority | neglect class III | SIP | Written Reprimand | Training | Recipient Transfer to another Provider/Site | |
| Monroe CMH Authority | neglect class III | Other | Written Reprimand | Suspension | Employee Termination | |
| Monroe CMH Authority | neglect class III | Residential DD | Written Reprimand | Training | | |
| Monroe CMH Authority | neglect class III | Workshop (prevocational) | Employee left the agency, but substantiated | | | |
| Monroe CMH Authority | neglect class III | Residential DD | Verbal Counsel | Written Reprimand | Training | Other |
| 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 |
|-----------------------------|--------------------------------|--------------------------|---|---|--------------------------|--------------------------|
| Monroe CMH Authority | neglect class III | SIP | Employee left the agency, but substantiated | | | |
| Monroe CMH Authority | neglect class III | SIP | Written Reprimand | Suspension | Training | Training |
| Monroe CMH Authority | neglect class III | SIP | Employee Termination | | | |
| Monroe CMH Authority | neglect class III | Residential DD | Contract Action | Other | | |
| Monroe CMH Authority | neglect class III | Other | Written Reprimand | Staff Transfer | Training | |
| Monroe CMH Authority | neglect class III | SIP | Written Reprimand | Staff Transfer | Training | |
| Monroe CMH Authority | neglect class III | SIP | Employee Termination | | | |
| Monroe CMH Authority | neglect class III | SIP | Employee left the agency, but substantiated | | | |
| Monroe CMH Authority | neglect class III | SIP | Employee left the agency, but substantiated | | | |
| Monroe CMH Authority | neglect class III | SIP | Written Reprimand | Recipient Transfer to another Provider/Site | Other | |
| Monroe CMH Authority | neglect class III | Residential DD | Written Reprimand | Other | | |
| Monroe CMH Authority | neglect class III | Residential DD | Written Reprimand | Training | | |
| Monroe CMH Authority | neglect class III | SIP | Written Reprimand | Training | | |
| Monroe CMH Authority | neglect class III | SIP | Employee Termination | | | |
| Monroe CMH Authority | neglect class III | Workshop (prevocational) | | | | |
| Monroe CMH Authority | neglect class III | SIP | Employee left the agency, but substantiated | | | |
| Monroe CMH Authority | neglect class III | SIP | Employee left the agency, but substantiated | Other | | |
| Monroe CMH Authority | neglect class III | Residential DD | Written Counsel | Training | | |
| Monroe CMH Authority | neglect class III | SIP | Written Reprimand | | | |
| Monroe CMH Authority | 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 |
|---------------------------------------|--------------------------------|---------------------------|---|-----------------------------|--------------------------|--------------------------|
| Montcalm Center for Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | Demotion | | |
| Montcalm Center for Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | Training | | |
| Montcalm Center for Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Employment Termination | | | |
| network180 | neglect class III | Residential MI | Written Reprimand | Training | | |
| network180 | neglect class III | Residential DD | Written Reprimand | | | |
| network180 | neglect class III | Residential MI | Written Reprimand | Training | | |
| network180 | neglect class III | Residential DD | Written Reprimand | | | |
| network180 | neglect class III | Residential DD | Employment Termination | | | |
| network180 | neglect class III | Residential MI | Written Reprimand | | | |
| network180 | neglect class III | Residential DD | Staff Transfer | Other | | |
| Newaygo County CMH Services | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | Training | | |
| Newaygo County CMH Services | neglect class III | Residential DD | Written Reprimand | Suspension | | |
| Newaygo County CMH Services | neglect class III | Other | Suspension | Policy Revision/Development | Other | |
| North Country CMH | neglect class III | SIP | Written Counseling | Policy Revision/Development | | |
| North Country CMH | neglect class III | Residential DD | Written Reprimand | | | |
| North Country CMH | neglect class III | Residential DD | Employee left the agency, but substantiated | | | |
| North Country CMH | neglect class III | SIP | Employment Termination | Suspension | | |
| North Country CMH | neglect class III | Residential DD | Employment Termination | | | |
| North Country CMH | 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 |
|---|--------------------------------|------------------------|---|---|--------------------------|--------------------------|
| North Country CMH | neglect class III | Residential DD | Written Reprimand | | | |
| North Country CMH | neglect class III | SIP | Employment Termination | | | |
| North Country CMH | neglect class III | Residential MI | Policy Revision/Development | Employee left the agency, but substantiated | | |
| North Country CMH | neglect class III | Residential DD | Employment Termination | | | |
| North Country CMH | neglect class III | Residential DD | Written Counseling | Training | | |
| North Country CMH | neglect class III | Residential DD | Written Reprimand | | | |
| North Country CMH | neglect class III | Residential DD | Written Reprimand | | | |
| Northeast Michigan CMH Authority | neglect class III | Residential DD | Suspension | | | |
| Northeast Michigan CMH Authority | neglect class III | Residential DD | Employment Termination | | | |
| Northeast Michigan CMH Authority | neglect class III | Residential DD | Verbal Counseling | | | |
| Northeast Michigan CMH Authority | neglect class III | Residential DD | Employment Termination | Written Counseling | | |
| Northeast Michigan CMH Authority | neglect class III | Residential DD | Suspension | | | |
| Northeast Michigan CMH Authority | neglect class III | Residential DD | Written Reprimand | | | |
| Northeast Michigan CMH Authority | neglect class III | Residential DD | Suspension | | | |
| Northern Lakes CMH | neglect class III | Other | Employee left the agency, but substantiated | | | |
| Northern Lakes CMH | neglect class III | Other | Employment Termination | | | |
| Northern Lakes CMH | neglect class III | Other | Employment Termination | | | |
| Northern Lakes CMH | neglect class III | Case Management | Pending | | | |
| Northern Lakes CMH | neglect class III | SIP | Employment Termination | | | |
| Northern Lakes CMH | 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 |
|---------------------------|--------------------------------|--------------------------|---|--------------------------|--------------------------|--------------------------|
| Northern Lakes CMH | neglect class III | Residential DD | Recipient Transfer to Another Provider/Site | | | |
| Northern Lakes CMH | neglect class III | Residential DD | Pending | | | |
| Northern Lakes CMH | neglect class III | Residential DD | Written Reprimand | Verbal Counseling | | |
| Northern Lakes CMH | neglect class III | Residential DD | Suspension | Training | | |
| Northern Lakes CMH | neglect class III | Residential DD | Suspension | | | |
| Northern Lakes CMH | neglect class III | Residential DD | Written Counseling | Verbal Counseling | Training | |
| Northern Lakes CMH | neglect class III | Residential DD | Training | Pending | | |
| Northern Lakes CMH | neglect class III | Workshop (Prevocational) | Suspension | Training | Written Reprimand | |
| Northern Lakes CMH | neglect class III | Residential MI | Written Reprimand | Verbal Counseling | | |
| Northern Lakes CMH | neglect class III | Residential DD | Suspension | | | |
| Northern Lakes CMH | neglect class III | Residential MI | Recipient Transfer to Another Provider/Site | | | |
| Northern Lakes CMH | neglect class III | Residential DD | Suspension | | | |
| Northern Lakes CMH | neglect class III | Outpatient | Contract Action | | | |
| Northern Lakes CMH | neglect class III | Residential DD | Employee left the agency, but substantiated | | | |
| Northern Lakes CMH | neglect class III | Residential DD | Employee left the agency, but substantiated | | | |
| Northern Lakes CMH | neglect class III | Residential DD | Employment Termination | Verbal Counseling | Written Counseling | Training |
| Northern Lakes CMH | neglect class III | Residential DD | Employee left the agency, but substantiated | | | |
| Northern Lakes CMH | neglect class III | Residential DD | Employee left the agency, but substantiated | | | |
| Northern Lakes CMH | neglect class III | Residential DD | Employment Termination | | | |
| Northern Lakes CMH | 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 |
|--|--------------------------------|---------------------------|---|--------------------------|--------------------------|--------------------------|
| 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 | Employee left the agency, but substantiated | | | |
| Northern Lakes CMH | neglect class III | Residential DD | Suspension | | | |
| 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 | Suspension | Training | Staff Transfer | Other |
| Northern Lakes CMH | neglect class III | Residential DD | Suspension | Training | Staff Transfer | Other |
| 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 | Employee left the agency, but substantiated | | | |
| Northern Lakes CMH | neglect class III | Residential DD | Pending | | | |
| Northern Lakes CMH | neglect class III | Residential DD | Employee left the agency, but substantiated | | | |
| Northern Lakes CMH | neglect class III | Residential DD | Suspension | | | |
| Northern Lakes CMH | neglect class III | Residential DD | Employment Termination | | | |
| Northern Lakes CMH | neglect class III | Residential DD | Written Reprimand | | | |
| Northern Lakes CMH | neglect class III | Workshop (Prevocational) | Pending | | | |
| Northern Lakes CMH | neglect class III | Day Program DD | Pending | | | |
| Northpointe Behavioral Healthcare Systems | neglect class III | Mixed Residential (MI/DD) | Written Counseling | Other | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|---|---------------------------------------|-------------------------------|---|---------------------------------|---|---------------------------------|
| Northpointe Behavioral Healthcare Systems | neglect class III | Other | Written Reprimand | | | |
| Oakland County | neglect class III | Other | Employee left the agency, but substantiated | | | |
| Oakland County | neglect class III | Other | Employee left the agency, but substantiated | | | |
| Oakland County | neglect class III | SIP | Written Reprimand | Training | Employee left the agency, but substantiated | |
| Oakland County | neglect class III | Residential MI | Employment Termination | Other | | |
| Oakland County | neglect class III | Residential DD | Employment Termination | | | |
| Oakland County | neglect class III | SIP | Suspension | Written Reprimand | Staff Transfer | Training |
| Oakland County | neglect class III | Residential MI/DD | Suspension | Employment Termination | | |
| Oakland County | neglect class III | Other | Written Reprimand | | | |
| Oakland County | neglect class III | Residential DD | Written Reprimand | Suspension | | |
| Oakland County | neglect class III | Supported Employment | Employment Termination | | | |
| Oakland County | neglect class III | SIP | Employment Termination | | | |
| Oakland County | neglect class III | SIP | Training | Other | Employment Termination | |
| Oakland County | neglect class III | Residential DD | Written Reprimand | Written Reprimand | | |
| Oakland County | neglect class III | Residential MI | Written Reprimand | Training | | |
| Oakland County | neglect class III | Supported Employment | Employment Termination | | | |
| Oakland County | neglect class III | Residential DD | Employment Termination | | | |
| Oakland County | neglect class III | Residential MI/DD | Written Reprimand | Training | Other | |
| Oakland County | neglect class III | Residential MI/DD | Written Reprimand | | | |
| Oakland County | neglect class III | SIP | Other x 3 | Training | Contract Action | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|----------------|---------------------------------------|-------------------------------|---|---|---|---------------------------------|
| Oakland County | neglect class III | SIP | Employee left the agency, but substantiated | Other | | |
| Oakland County | neglect class III | Residential DD | Written Reprimand | Training | | |
| Oakland County | neglect class III | Residential DD | Written Reprimand | Training | | |
| Oakland County | neglect class III | Residential DD | Employee left the agency, but substantiated | | | |
| Oakland County | neglect class III | Residential DD | Training x 2 | Staff Transfer | Written Reprimand | Contract Action, Other |
| Oakland County | neglect class III | Case Management | Training x 2 | Staff Transfer | Written Reprimand | Contract Action, Other |
| Oakland County | neglect class III | Residential MI | Policy Revision/Development | Training | Other | Written Reprimand |
| Oakland County | neglect class III | Residential DD | Written Reprimand | Training | Other | |
| Oakland County | neglect class III | SIP | Suspension | Employee left the agency, but substantiated | | |
| Oakland County | neglect class III | Residential DD | Written Reprimand | Training | Training | |
| Oakland County | neglect class III | Case Management | Written Reprimand | | | |
| Oakland County | neglect class III | Residential DD | Written Reprimand | Written Reprimand | Suspension | Training x 2 |
| Oakland County | neglect class III | Other | Employee left the agency, but substantiated | | | |
| Oakland County | neglect class III | SIP | Written Reprimand | Employee left the agency, but substantiated | Employee left the agency, but substantiated | |
| Oakland County | neglect class III | Residential DD | Employment Termination | | | |
| Oakland County | neglect class III | Residential DD | Written Reprimand | Written Reprimand | Other | |
| Oakland County | neglect class III | Residential DD | Written Reprimand | | | |
| Oakland County | neglect class III | Residential MI | Demotion | | | |
| Oakland County | neglect class III | Residential MI | Demotion | Training x 3 | Other | |
| Oakland County | neglect class III | Residential MI/DD | Written Reprimand | Suspension | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|-----------------------|--------------------------------|------------------------|---|---|--------------------------|-----------------------------|
| Oakland County | neglect class III | Residential DD | Employment Termination | | | |
| Oakland County | neglect class III | Residential DD | Employment Termination | | | |
| Oakland County | neglect class III | Residential MI/DD | Employment Termination | | | |
| Oakland County | neglect class III | Residential DD | Employment Termination | Training | | |
| Oakland County | neglect class III | Residential MI | Employment Termination | Training | Other | |
| Oakland County | neglect class III | Residential DD | Suspension | Training | | |
| Oakland County | neglect class III | Other | Employee left the agency, but substantiated | | | |
| Oakland County | neglect class III | Residential DD | 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 | Employment Termination | | | |
| Oakland County | neglect class III | Residential DD | Written Counseling | Plan of Service Revision | | |
| Oakland County | neglect class III | Residential DD | Written Counseling | Plan of Service Revision | | |
| Oakland County | neglect class III | Residential DD | Written Reprimand | Recipient Transfer to another Provider/Site | Training | Policy Revision/Development |
| Oakland County | neglect class III | Other | Employee left the agency, but substantiated | | | |
| Oakland County | neglect class III | Residential DD | Employment Termination | | | |
| Oakland County | neglect class III | Residential DD | Employee left the agency, but substantiated | Written Reprimand | | |
| Oakland County | neglect class III | Residential DD | Written Reprimand | Suspension | Training x 2 | Other x 2 |
| Oakland County | neglect class III | Residential DD | Employment Termination | | | |
| Oakland County | neglect class III | 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 |
|-------------------|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| Oakland County | neglect class III | Case Management | Employee left the agency, but substantiated | | | |
| Oakland County | neglect class III | Residential MI | Contract Action | | | |
| Oakland County | neglect class III | Residential DD | Employee left the agency, but substantiated | | | |
| Oakland County | neglect class III | Residential DD | Employment Termination | Training | | |
| Oakland County | neglect class III | Residential DD | Suspension | Employment Termination | Employment Termination | Other |
| Oakland County | neglect class III | SIP | Employee left the agency, but substantiated | | | |
| Oakland County | neglect class III | SIP | Employment Termination | | | |
| Oakland County | neglect class III | Residential DD | Employee left the agency, but substantiated | Training | | |
| Ottawa County CMH | neglect class III | Day Program DD | Employee left the agency, but substantiated | | | |
| Ottawa County CMH | neglect class III | Residential MI | Employee left the agency, but substantiated | | | |
| Ottawa County CMH | neglect class III | Residential DD | Employee left the agency, but substantiated | | | |
| Ottawa County CMH | neglect class III | Residential DD | Employee left the agency, but substantiated | | | |
| Ottawa County CMH | neglect class III | Residential DD | Employee left the agency, but substantiated | | | |
| Ottawa County CMH | neglect class III | Residential DD | Employee left the agency, but substantiated | | | |
| Ottawa County CMH | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | Training | | |
| Pathways | neglect class III | Other | Suspension | Verbal Counseling | | |
| Pathways | neglect class III | Residential MI | Verbal Counseling | Written Reprimand | | |
| Pathways | neglect class III | SIP | Suspension | | | |
| Pathways | neglect class III | Residential DD | Written Reprimand | | | |
| Pathways | 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 |
|------------------------------|--------------------------------|---------------------------|---|---|--------------------------|--------------------------|
| Pathways | neglect class III | SIP | Written Reprimand | | | |
| Pathways | neglect class III | Residential DD | Suspension | | | |
| Pathways | neglect class III | Residential DD | Written Reprimand | | | |
| Pathways | neglect class III | Residential DD | Employee left the agency, but substantiated | | | |
| Pathways | neglect class III | SIP | Written Reprimand | | | |
| Pathways | neglect class III | Residential DD | Written Reprimand | | | |
| Pathways | neglect class III | Residential DD | Other | | | |
| Pathways | neglect class III | Residential DD | Suspension | Verbal Counseling | | |
| Pathways | neglect class III | Other | Suspension | Employment Termination | | |
| Saginaw County CMH Authority | neglect class III | Residential MI/DD | Employment Termination | | | |
| Saginaw County CMH Authority | neglect class III | Mixed Residential (MI/DD) | Contract Action | | | |
| 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 | Mixed Residential (MI/DD) | Written Reprimand | Employee left the agency, but substantiated | | |
| Saginaw County CMH Authority | neglect class III | Residential MI | Written Reprimand | Suspension | | |
| Saginaw County CMH Authority | neglect class III | Residential MI | Written Reprimand | Training | | |
| Saginaw County CMH Authority | neglect class III | Outpatient | Suspension | | | |
| Saginaw County CMH Authority | neglect class III | Residential DD | Written Reprimand | Training | | |
| Saginaw County CMH Authority | neglect class III | Residential DD | Employment Termination | | | |
| Saginaw County CMH Authority | neglect class III | Residential MI | Written Reprimand | Policy Revision/Development | Training | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|------------------------------------|--------------------------------|---------------------------|---|--------------------------|--------------------------|--------------------------|
| Saginaw County CMH Authority | neglect class III | Mixed Residential (MI/DD) | Employee left the agency, but substantiated | Written Reprimand | | |
| Saginaw County CMH Authority | neglect class III | Mixed Residential (MI/DD) | Employee left the agency, but substantiated | | | |
| Saginaw County CMH Authority | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | Training | | |
| Sanilac County CMH Services | neglect class III | Residential DD | Suspension | 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 | 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 | Written Reprimand | Training | | |
| Sanilac County CMH Services | neglect class III | ACT | Written Reprimand | | | |
| Sanilac County CMH Services | neglect class III | Residential DD | Written Reprimand | Training | | |
| Sanilac County CMH Services | neglect class III | Residential DD | Suspension | Written Reprimand | | |
| Sanilac County CMH Services | neglect class III | Day Program DD | Written Reprimand | Training | Other | |
| Sanilac County CMH Services | neglect class III | Residential DD | Written Reprimand | Training | | |
| Sanilac County CMH Services | neglect class III | Residential MI/DD | Other | Training | | |
| Shiawasee County CMH Services | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | Suspension | | |
| Shiawasee County CMH Services | neglect class III | SIP | Suspension | Employment Termination | | |
| Shiawasee County CMH Services | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | | | |
| Shiawasee County CMH Services | neglect class III | SIP | Written Reprimand | Suspension | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|---------------------------------|--------------------------------|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Shiawasee County CMH Services | neglect class III | SIP | Verbal Counseling | Written Counseling | | |
| Shiawasee County CMH Services | neglect class III | SIP | Written Reprimand | | | |
| Shiawasee County CMH Services | neglect class III | SIP | Employment Termination | | | |
| Shiawasee County CMH Services | neglect class III | SIP | Suspension | | | |
| Shiawasee County CMH Services | neglect class III | Mixed Residential (MI/DD) | Employment Termination | | | |
| St Clair County CMH Services | neglect class III | Case Management | Written Reprimand | | | |
| St Clair County CMH Services | neglect class III | Residential DD | Employment Termination | | | |
| St Clair County CMH Services | neglect class III | Residential DD | Suspension | Training | Written Reprimand | |
| St Clair County CMH Services | neglect class III | Residential DD | Employment Termination | Training | | |
| St Clair County CMH Services | neglect class III | Residential DD | Written Reprimand | Training | | |
| St Clair County CMH Services | neglect class III | Residential DD | Suspension | Written Reprimand | Staff Transfer | |
| St Clair County CMH Services | neglect class III | Residential MI/DD | Written Reprimand | Training | | |
| St Clair County CMH Services | neglect class III | Residential DD | Written Reprimand | Training | | |
| St Clair County CMH Services | neglect class III | Residential DD | Written Reprimand | Other | | |
| St Clair County CMH Services | neglect class III | Other | Training | Written Reprimand | | |
| St Clair County CMH Services | neglect class III | Residential MI | Pending | | | |
| Summit Pointe Behavioral Health | neglect class III | Mixed Residential (MI/DD) | training | Staff Transfer | | |
| Summit Pointe Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | | | |
| Summit Pointe Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | | | |
| Summit Pointe Behavioral Health | 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 |
|--|--------------------------------|---------------------------|---|-----------------------------|-----------------------------|--------------------------|
| Summit Pointe Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | | | |
| Summit Pointe Behavioral Health | neglect class III | SIP | Written Reprimand | suspension | Training | |
| Summit Pointe Behavioral Health | neglect class III | Case Management | Written Counseling | | | |
| Summit Pointe Behavioral Health | neglect class III | Mixed Residential (MI/DD) | training | Written Reprimand | | |
| Summit Pointe Behavioral Health | neglect class III | Mixed Residential (MI/DD) | training | Written Reprimand | | |
| Summit Pointe Behavioral Health | neglect class III | sip | Employment Termination | Policy Revision/Development | | |
| Summit Pointe Behavioral Health | neglect class III | sip | Employment Termination | Policy Revision/Development | | |
| Summit Pointe Behavioral Health | neglect class III | sip | Written Reprimand | training | Policy Revision/Development | |
| Summit Pointe Behavioral Health | neglect class III | Mixed Residential (MI/DD) | 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 | Mixed Residential (MI/DD) | 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 | Employee left the agency, but substantiated | | | |
| Summit Pointe Behavioral Health | neglect class III | Other | Written Counseling | | | |
| Summit Pointe Behavioral Health | neglect class III | Residential DD | Written Reprimand | | | |
| Summit Pointe Behavioral Health | neglect class III | Residential DD | Written Reprimand | | | |
| 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 | Mixed Residential (MI/DD) | Suspension | Employment Termination | | |
| 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 |
|--|--------------------------------|---------------------------|---|-----------------------------|-----------------------------|--------------------------|
| Summit Pointe Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Verbal Counseling | Training | | |
| Summit Pointe Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Verbal Counseling | training | | |
| Summit Pointe Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | | | |
| Summit Pointe Behavioral Health | neglect class III | SIP | Policy Revision/Development | Contract Action | | |
| Summit Pointe Behavioral Health | neglect class III | SIP | Policy Revision/Development | Contract Action | | |
| Summit Pointe Behavioral Health | neglect class III | SIP | Employee left the agency, but substantiated | | | |
| Summit Pointe Behavioral Health | neglect class III | SIP | Employee left the agency, but substantiated | | | |
| Summit Pointe Behavioral Health | neglect class III | Other | Written Reprimand | | | |
| Summit Pointe Behavioral Health | neglect class III | Other | Written Reprimand | | | |
| Summit Pointe Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Suspension | Written Reprimand | training | |
| Summit Pointe Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Verbal Counseling | | | |
| Summit Pointe Behavioral Health | neglect class III | SIP | Employment Termination | Policy Revision/Development | | |
| Summit Pointe Behavioral Health | neglect class III | SIP | Employment Termination | Policy Revision/Development | | |
| Summit Pointe Behavioral Health | neglect class III | SIP | Employee left the agency, but substantiated | | | |
| Summit Pointe Behavioral Health | neglect class III | SIP | Written Counseling | | | |
| Summit Pointe Behavioral Health | neglect class III | SIP | Written Reprimand | training | Policy Revision/Development | |
| Summit Pointe Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Employee left the agency, but substantiated | | | |
| Summit Pointe Behavioral Health | neglect class III | Outpatient | Written Counseling | | | |
| Summit Pointe Behavioral Health | neglect class III | Other | Employment Termination | | | |
| Summit Pointe Behavioral Health | neglect class III | Other | 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 |
|--|--------------------------------|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Summit Pointe Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | suspension | demotion | |
| Summit Pointe Behavioral Health | neglect class III | Case Management | Other | | | |
| Summit Pointe Behavioral Health | neglect class III | SIP | staff transfer | Other | | |
| Summit Pointe Behavioral Health | neglect class III | Residential DD | Written Reprimand | | | |
| Summit Pointe Behavioral Health | neglect class III | Case Management | Written Reprimand | | | |
| Summit Pointe Behavioral Health | neglect class III | SIP | Employment Termination | | | |
| Summit Pointe Behavioral Health | neglect class III | Mixed Residential (MI/DD) | Written Reprimand | training | | |
| Tuscola Behavioral Health Systems | neglect class III | Mixed Residential (MI/DD) | Employment Termination | | | |
| Tuscola Behavioral Health Systems | neglect class III | Day Program DD | Written Counseling | | | |
| Tuscola Behavioral Health Systems | neglect class III | Mixed Residential (MI/DD) | Employment Termination | | | |
| Van Buren CMH Authority | neglect class III | Residential DD | Employment Termination | | | |
| Van Buren CMH Authority | neglect class III | Residential DD | Employment Termination | | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Training | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | | | |
| Washtenaw County Community Mental Health | neglect class III | Residential DD | Written Reprimand | Suspension | Other | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Staff Transfer | | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Training | Other | |
| Washtenaw County Community Mental Health | 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 |
|---|--------------------------------|------------------------|---|----------------------------------|--------------------------|--------------------------|
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Staff Transfer | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Environmental Repair/Enhancement | | |
| Washtenaw County Community Mental Health | neglect class III | Residential MI | Written Reprimand | | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Suspension | Other | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Suspension | Other | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Employee Termination | Other | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Environmental Repair/Enhancement | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Employee Termination | Other | | |
| Washtenaw County Community Mental Health | neglect class III | Residential DD | Training | Employee Termination | | |
| Washtenaw County Community Mental Health | neglect class III | Residential DD | Verbal Counsel | Written Reprimand | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Training | Other | |
| Washtenaw County Community Mental Health | neglect class III | Residential DD | Employee left the agency, but substantiated | Training | | |
| Washtenaw County Community Mental Health | neglect class III | Day Program DD | Written Reprimand | Policy Revision/Development | | |
| Washtenaw County Community Mental Health | neglect class III | Residential DD | Written Reprimand | Staff Transfer | | |
| Washtenaw County Community Mental Health | 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 |
|--|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Counsel | Staff Transfer | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Employee left the agency, but substantiated | | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Counsel | Employee Termination | Other | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Employee Termination | | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Other | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Staff Transfer | Employee Termination | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Staff Transfer | Training | Other |
| Washtenaw County Community Mental Health | neglect class III | SIP | Suspension | Training | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Employee Termination | | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Suspension | Training | Plan of Service Revision |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Training | Other | |
| Washtenaw County Community Mental Health | neglect class III | Residential DD | Written Reprimand | Training | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Staff Transfer | | |
| Washtenaw County Community Mental Health | 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 |
|--|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Training | Plan of Service Revision | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Training | Employee Termination | Other | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Demotion | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Training | Employee Termination | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Training | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Training | | |
| Washtenaw County Community Mental Health | neglect class III | Residential DD | Written Reprimand | Training | | |
| Washtenaw County Community Mental Health | neglect class III | Residential MI/DD | Employee Termination | | | |
| Washtenaw County Community Mental Health | neglect class III | Day Program DD | Employee Termination | | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Employee Termination | | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Employee left the agency, but substantiated | Suspension | Training | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Written Reprimand | Training | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Verbal Counsel | Written Reprimand | Training | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Employee Termination | | | |
| Washtenaw County Community Mental Health | 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 |
|--|--|---------------------------|---|--------------------------|---|--------------------------|
| Washtenaw County Community Mental Health | neglect class III | SIP | Suspension | Training | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Training | Contract Action | Policy Revision/Development | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Employee left the agency, but substantiated | Written Reprimand | Training | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Employee Termination | | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Employee left the agency, but substantiated | | | |
| Washtenaw County Community Mental Health | neglect class III | SIP | Employee left the agency, but substantiated | Training | | |
| Woodlands Behavioral Healthcare Network | neglect class III | SIP | Written Reprimand | Suspension | Employment Termination | |
| Woodlands Behavioral Healthcare Network | neglect class III | SIP | Training | Employment Termination | | |
| Woodlands Behavioral Healthcare Network | neglect class III | SIP | Training | Employment Termination | | |
| Woodlands Behavioral Healthcare Network | neglect class III | SIP | Written Reprimand | Suspension | Training | |
| AuSable Valley CMH | neglect class III - failure to report | Residential DD | Verbal Counseling | | | |
| Barry County CMHA | neglect class III - failure to report | Residential DD | Employment Termination | | | |
| Bay-Arenac Behavioral Health | neglect class III - failure to report | Mixed Residential (MI/DD) | Written Reprimand | Training | | |
| Bay-Arenac Behavioral Health | neglect class III - failure to report | Mixed Residential (MI/DD) | Written Reprimand | Employment Termination | Employee left the agency, but substantiated | |
| Berrien/Riverwood Center | neglect class III - failure to report | Residential DD | Written Reprimand | | | |
| Berrien/Riverwood Center | neglect class III - failure to report | Case Management | Written Counseling | Training | | |
| CMH Authority of Clinton Eaton Ingham Co | neglect class III - failure to report | Residential DD | Employment Termination | | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|-----------------------------------|--|---------------------------|---|--------------------------|--------------------------|--------------------------|
| CMH for Central Michigan | neglect class III - failure to report | Residential DD | Written Counseling | Training | | |
| CMH for Central Michigan | neglect class III - failure to report | SIP | Written Reprimand | | | |
| CMH for Central Michigan | neglect class III - failure to report | SIP | Employment Termination | | | |
| Detroit-Wayne MH Authority | neglect class III - failure to report | Day Program DD | Employment Termination | | | |
| Genesee Health System | neglect class III - failure to report | Other | Written Reprimand | Training | | |
| Genesee Health System | neglect class III - failure to report | Residential DD | Employee left agency, but substantiated | Other | | |
| Genesee Health System | neglect class III - failure to report | Residential DD | Written Counseling | Training | | |
| Genesee Health System | neglect class III - failure to report | Residential DD | Written Counseling | Training | | |
| Genesee Health System | neglect class III - failure to report | Residential DD | Employee left agency, but substantiated | | | |
| Genesee Health System | neglect class III - failure to report | Residential DD | Employee left agency, but substantiated | | | |
| Genesee Health System | neglect class III - failure to report | Residential DD | Written Reprimand | Training | | |
| Genesee Health System | neglect class III - failure to report | Residential DD | Written Reprimand | Training | | |
| Genesee Health System | neglect class III - failure to report | Residential MI | Employee left agency, but substantiated | | | |
| Genesee Health System | neglect class III - failure to report | Residential DD | Written Counseling | Training | | |
| Gratiot County CMH Services | neglect class III - failure to report | Residential DD | Suspension | | | |
| Hiawatha Behavioral Health | neglect class III - failure to report | Residential DD | Written Counseling | Training | | |
| Kalamazoo CMH and SA Services | neglect class III - failure to report | Mixed Residential (MI/DD) | Contract Action | Written Reprimand | | |
| Kalamazoo CMH and SA Services | neglect class III - failure to report | Residential DD | Training | Written Reprimand | | |
| Kalamazoo CMH and SA Services | neglect class III - failure to report | Residential DD | Employment Termination | | | |
| Kalamazoo CMH and SA Services | neglect class III - failure to report | Residential DD | Training | Written Reprimand | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|--------------------------------------|--|---------------------------|---|--------------------------|--------------------------|--------------------------|
| Kalamazoo CMH and SA Services | neglect class III - failure to report | Other | Employment Termination | Written Reprimand | | |
| Kalamazoo CMH and SA Services | neglect class III - failure to report | SIP | Verbal Counseling | Written Reprimand | | |
| 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 | Mixed Residential (MI/DD) | Training | Written Reprimand | | |
| Kalamazoo CMH and SA Services | neglect class III - failure to report | Mixed Residential (MI/DD) | Policy Revision/Development | Training | | |
| Kalamazoo CMH and SA Services | neglect class III - failure to report | Residential DD | Written Reprimand | | | |
| Lenawee County CMH Authority | neglect class III - failure to report | Residential DD | | | | |
| Lenawee County CMH Authority | neglect class III - failure to report | Residential DD | | | | |
| Lifeways | neglect class III - failure to report | SIP | Written Counseling | | | |
| Lifeways | neglect class III - failure to report | Residential DD | Employee left the agency, but substantiated | | | |
| Lifeways | neglect class III - failure to report | Residential DD | Employee left the agency, but substantiated | | | |
| 0Lifeways | neglect class III - failure to report | SIP | Employment Termination | | | |
| Livingston County CMH Services | neglect class III - failure to report | SIP | Written Reprimand | Training | | |
| Livingston County CMH Services | neglect class III - failure to report | Residential DD | Written Reprimand | Training | | |
| Livingston County CMH Services | neglect class III - failure to report | Case Management | 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 | Residential DD | Employee left the agency, but substantiated | | | |
| Livingston County CMH Services | neglect class III - failure to report | Residential DD | 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 | Training | | |

| Agency | Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|----------------------|---------------------------------------|-------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| Macomb | neglect class III - failure to report | Day Program DD | Written Reprimand | Other | | |
| Macomb | neglect class III - failure to report | SIP | 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 | Written Reprimand | Other | | |
| Macomb | neglect class III - failure to report | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class III - failure to report | Residential DD | Written Reprimand | Other | | |
| Macomb | neglect class III - failure to report | SIP | Written Reprimand | Other | | |
| Macomb | neglect class III - failure to report | Residential DD | Employee left the agency, but substantiated | Other | | |
| Macomb | neglect class III - failure to report | Residential DD | Employment Termination | Other | | |
| Macomb | neglect class III - failure to report | Residential MI/DD | Employee left the agency, but substantiated | Other | | |
| Macomb | neglect class III - failure to report | Residential MI/DD | Written Reprimand | Other | | |
| Macomb | neglect class III - failure to report | Residential MI/DD | Employment Termination | Other | | |
| Macomb | neglect class III - failure to report | Residential MI/DD | Employment Termination | Other | | |
| Macomb | neglect class III - failure to report | Residential MI/DD | Employment Termination | Other | | |
| Monroe CMH Authority | neglect class III - failure to report | Other | Written Reprimand | Suspension | Employee Termination | |
| Monroe CMH Authority | neglect class III - failure to report | SIP | Written Reprimand | Training | | |

APPENDIX H: TRAINING PROVIDED BY THE CMHSP RIGHTS OFFICES – FY15

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 | # Other Staff | # of Consumers |
|---|-----------------------|----------------------------|----------------------|-----------------------|
| Allegan County CMH Services | 163 | 326 | 5 | 136 |
| AuSable Valley CMH | 489 | 0 | 30 | 4 |
| Barry County CMHA | 74 | 72 | 0 | 1 |
| Bay-Arenac Behavioral Health | 303 | 851 | 0 | 13 |
| Berrien/Riverwood Center | 207 | 805 | 34 | 0 |
| Centra Wellness Network | 96 | 124 | 0 | 0 |
| CMH Authority of Clinton Eaton Ingham Co | 135 | 1100 | 0 | 0 |
| CMH for Central Michigan | 1520 | 4 | 82 | 0 |
| CMH & SA Services of St. Joseph Cty. | 94 | 162 | 20 | 27 |
| HealthWest CMH Services | 449 | 0 | 24 | 522 |
| Copper Country CMH Services | 225 | 5 | 28 | 17 |
| Detroit-Wayne MH Authority | 179 | 17140 | 56 | 165 |
| Genesee Health System | 544 | 2559 | 27 | 42 |
| Gogebic County CMH Services | 62 | 3 | 57 | 23 |
| Gratiot County CMH Services | 41 | 63 | 17 | 7 |
| Hiawatha | 140 | 95 | 0 | 60 |
| Huron Behavioral Health Services | 107 | 169 | 33 | 0 |
| Ionia County CMH Services | 36 | 79 | 0 | 0 |
| Kalamazoo CMH & SA Services | 208 | 800 | 221 | 0 |
| Lapeer County CMH Services | 151 | 389 | 102 | 0 |
| Lenawee County CMH Authority | 4 | 270 | 0 | 0 |
| Lifeways | 147 | 1179 | 143 | 0 |
| Livingston County CMH Services | 99 | 420 | 4 | 7 |
| Macomb County CMH Services | 177 | 4116 | 0 | 24 |
| Monroe CMH Authority | 52 | 340 | 30 | 7 |
| Montcalm Center for Behavioral Health | 31 | 77 | 0 | 0 |
| network180 | 161 | 3458 | 56 | 7 |
| Newaygo County CMH Services | 134 | 17 | 0 | 26 |
| North Country CMH | 26 | 269 | 0 | 50 |
| Northeast Michigan CMH Authority | 556 | 132 | 0 | 47 |
| Northpointe Behavioral Healthcare Systems | 217 | 487 | 70 | 31 |
| Northern Lakes CMH | 217 | 487 | 70 | 31 |
| Oakland County CMH Authority | 240 | 7451 | 369 | 184 |
| Ottawa County CMH | 125 | 657 | 0 | 22 |
| Pathways | 138 | 474 | 0 | 9 |
| Pines Behavioral Health Services | 51 | 190 | 16 | 0 |
| Saginaw County CMH Authority | 414 | 965 | 0 | 0 |
| Sanilac County CMH Services | 144 | 331 | 23 | 3 |

| Agency | # Agency Staff | # Contractual Staff | # Other Staff | # of Consumers |
|---|-----------------------|----------------------------|----------------------|-----------------------|
| Shiawasee County CMH Services | 196 | 250 | 1 | 44 |
| St Clair County CMH Services | 352 | 416 | 0 | 2 |
| Summit Pointe Behavioral Health | 270 | 807 | 0 | 0 |
| Tuscola Behavioral Health Systems | 169 | 0 | 39 | 329 |
| Van Buren CMH Authority | 221 | 720 | 30 | 0 |
| Washtenaw County | 197 | 1012 | 35 | 0 |
| West Michigan CMH | 167 | 130 | 0 | 14 |
| Woodlands Behavioral Healthcare Network | 67 | 3 | 4 | 185 |

APPENDIX I: LPH/U COMPARATIVE DATA - FY15

| LPH/U | Patient Days | # Hours/40 | Allegations (not 0000 or 0001) | Number of Investigations | Number of Substantiated Allegations |
|---|---------------------|-------------------|---------------------------------------|---------------------------------|--|
| Allegiance Health | 8375 | 45.0 | 77 | 14 | 4 |
| Alpena Regional Medical Center | 3970 | 1.0 | 3 | 0 | 0 |
| Beaumont Hospital - Farmington Hills | 8602 | 10.0 | 14 | 10 | 8 |
| Beaumont Hospital - Royal Oak | 8411 | 5.0 | 8 | 0 | 0 |
| Beaumont Hospital - Taylor | 8544 | 32.0 | 172 | 21 | 5 |
| Behavioral Center of Michigan | 14208 | 60.0 | 145 | 38 | 14 |
| Borgess Medical Center | 15060 | 16.0 | 14 | 5 | 1 |
| Bronson Battle Creek | 6850 | 20.0 | 50 | 9 | 4 |
| Bronson Lakeview Hospital | 2777 | 1.5 | 0 | 0 | 0 |
| Community Health Center of Branch County, Behavioral Healthcare | 2762 | 13.3 | 6 | 6 | 1 |
| Crittenton Hospital Medical Center | 5256 | 45.0 | 77 | 14 | 4 |
| DMC Detroit Receiving Hospital | 6379 | 40.0 | 34 | 4 | 0 |
| DMC Sinai-Grace Hospital | 6661 | 32.0 | 42 | 11 | 1 |
| Doctors Hospital of Michigan | 8561 | 40.0 | 60 | 51 | 17 |
| ForestView Psychiatric Hospital | 27193 | 40.0 | 74 | 19 | 3 |
| Harbor Oaks Hospital | 28390 | 40.0 | 182 | 14 | 4 |
| Havenwyck Hospital | 55730 | 80.0 | 714 | 15 | 5 |
| Health Source Saginaw | 34631 | 40.0 | 256 | 40 | 109 |
| Henry Ford Kingswood Hospital | 21094 | 40.0 | 55 | 32 | 21 |
| Henry Ford Macomb Hospital | 18782 | 40.0 | 260 | 27 | 12 |
| Henry Ford Wyandotte Hospital | 8829 | 40.0 | 58 | 8 | 4 |

| LPH/U | Patient Days | # Hours/40 | Allegations (not 0000 or 0001) | Number of Investigations | Number of Substantiated Allegations |
|--|---------------------|-------------------|---------------------------------------|---------------------------------|--|
| Hillsdale Community Health Center | 2370 | 8.0 | 0 | 0 | 0 |
| Holland Community Hospital | 4875 | 6.0 | 31 | 2 | 1 |
| Hurley Medical Center | 11209 | 8.0 | 36 | 34 | 4 |
| Lakeland Health | 4035 | 3.0 | 9 | 2 | 1 |
| McLaren - Bay Region | 6987 | 4.0 | 3 | 2 | 1 |
| McLaren - Greater Lansing | 2805 | 1.0 | 0 | 0 | 0 |
| McLaren - Lapeer Region | 3493 | 5.0 | 38 | 7 | 1 |
| McLaren - Oakland Hospital | 5824 | 10.0 | 13 | 5 | 2 |
| McLaren - Port Huron | 8395 | 15.0 | 79 | 3 | 0 |
| McLaren Medical Center - Flint | 9642 | 16.0 | 28 | 10 | 0 |
| Memorial Healthcare - Owosso | 5328 | 24.0 | 41 | 12 | 4 |
| Mercy Health St Marys | 37003 | 55.0 | 123 | 7 | 3 |
| Mercy Health, Behavioral Health | 5517 | 20.0 | 112 | 41 | 11 |
| MidMichigan Medical Center - Gratiot | 4196 | 10.0 | 41 | 10 | 5 |
| MidMichigan Medical Center - Midland | 4314 | 40.0 | 15 | 4 | 1 |
| Munson Medical Center | 4170 | 16.0 | 18 | 0 | 0 |
| Oaklawn Hospital | 3496 | 8.0 | 44 | 20 | 6 |
| Pine Rest Christian Mental Health Services | 24597 | 55.0 | 26 | 4 | 0 |
| ProMedica Herrick Medical Center | 1943 | 1.5 | 7 | 3 | 1 |
| ProMedica Monroe Regional Hospital | 4098 | 20.0 | 31 | 8 | 1 |
| Providence-Providence Park Hospital | 7498 | 20.0 | 11 | 2 | 1 |
| Samaritan Behavioral Center | 17199 | 60.0 | 299 | 90 | 24 |
| Sparrow-St Lawrence Hospital | 10655 | 10.0 | 46 | 25 | 11 |
| Spectrum Health Ludington Hospital | 1623 | 3.0 | 9 | 4 | 1 |

| LPH/U | Patient Days | # Hours/40 | Allegations (not 0000 or 0001) | Number of Investigations | Number of Substantiated Allegations |
|--|---------------------|-------------------|---------------------------------------|---------------------------------|--|
| St John Hospital & Medical Center | 7453 | 10.0 | 99 | 9 | 2 |
| St John Macomb-Oakland Hospital-Macomb Center | 9237 | 7.0 | 53 | 4 | 0 |
| St John Macomb-Oakland Hospital-Oakland Center | 7271 | 7.0 | 39 | 0 | 0 |
| St Joseph Mercy Hospital | 6519 | 20.0 | 17 | 1 | 1 |
| St Joseph Mercy Hospital - Chelsea | 5346 | 20.0 | 35 | 4 | 4 |
| St Joseph Mercy Hospital - Oakland | 9051 | 20.0 | 97 | 5 | 0 |
| St Mary Mercy Hospital | 7555 | 20.0 | 22 | 4 | 4 |
| StoneCrest Center | 33639 | 40.0 | 128 | 62 | 29 |
| University of Michigan Health System | 12733 | 28.0 | 38 | 27 | 17 |
| UP Health System - Marquette | 7583 | 40.0 | 34 | 3 | 3 |
| War Memorial Hospital | 3945 | 20.0 | 21 | 20 | 6 |

APPENDIX J: COMPLAINT DATA SUMMARY

LPH/U RIGHTS OFFICES - FY15

Part A: Totals

| | |
|-------------------------------------|-------------|
| Allegations Received | 5122 |
| Interventions | 2915 |
| Investigations | 919 |
| no right/no jurisdiction | 1279 |
| Interventions Substantiated | 401 |
| Investigations Substantiated | 358 |

Part B: Aggregate Summary

1. Freedom from Abuse

| Code | Category | Received | Investigations | Investigations Substantiated |
|-------------|--|-----------------|-----------------------|-------------------------------------|
| 7221 | abuse class I | 9 | 9 | 0 |
| 72221 | abuse class II - nonaccidental act | 41 | 41 | 8 |
| 72222 | abuse class II - unreasonable force | 70 | 70 | 18 |
| 72223 | abuse class II - emotional harm | 4 | 4 | 1 |
| 72224 | abuse class II - treating as incompetent | | | |
| 72225 | abuse class II - exploitation | 15 | 15 | 13 |
| 7223 | abuse class III | 67 | 67 | 20 |
| 7224 | abuse class I - sexual abuse | 20 | 20 | 2 |

2. Freedom from Neglect

| Code | Category | Received | Investigations | Investigations Substantiated |
|-------------|---------------------------------------|-----------------|-----------------------|-------------------------------------|
| 72251 | neglect class I | 14 | 14 | 5 |
| 72252 | neglect class I - failure to report | | | |
| 72261 | neglect class II | 20 | 20 | 9 |
| 72262 | neglect class II - failure to report | 4 | 4 | 3 |
| 72271 | neglect class III | 76 | 76 | 49 |
| 72272 | neglect class III - failure to report | 2 | 2 | 2 |

3. Rights Protection System

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|---------------------------------|----------|---------------|-----------------------------|----------------|------------------------------|
| 7060 | notice/explanation of rights | 8 | 7 | 1 | 1 | 1 |
| 7520 | failure to report | 3 | 1 | | 2 | 2 |
| 7545 | retaliation/harassment | 4 | | | 4 | 1 |
| 7760 | access to rights system | 5 | 1 | | 4 | 2 |
| 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 | 3 | 3 | 0 | | |
| 4190 | termination of voluntary hospitalization (adult) | 68 | 66 | 1 | 2 | 1 |
| 4510 | involuntary admission process | 122 | 104 | 1 | 18 | 2 |
| 4630 | independent clinical examination | 13 | 13 | | 1 | |
| 4980 | objection to hospitalization (minor) | 4 | 4 | | | |
| 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 | 13 | 12 | 2 | 1 | 1 |
| 7044 | religious practice | 13 | 10 | 2 | 3 | 2 |
| 7045 | Voting | 3 | 2 | | 1 | 1 |
| 7047 | presumption of competency | | | | | |
| 7284 | search/seizure | 5 | 4 | 1 | 1 | 1 |

6. Family Rights

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 7111 | family dignity & respect | 27 | 22 | 4 | 5 | 3 |
| 7112 | receipt of general education information | 6 | 6 | 1 | | |
| 7113 | opportunity to provide information | 3 | 3 | | | |

7. Communication & Visits

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 7261 | visits | 16 | 14 | 2 | 2 | 2 |
| 7262 | contact with attorneys or others regarding legal matters | 21 | 20 | 2 | 1 | |
| 7263 | access to telephone, mail | 55 | 46 | 2 | 9 | 4 |
| 7264 | funds for postage, stationery, telephone usage | 1 | 1 | 1 | | |
| 7265 | written and posted limitations, if established | 1 | 1 | | | |
| 7266 | uncensored mail | 2 | 1 | | 1 | |

8. Confidentiality/Privileged Communications/Disclosure

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|---|----------|---------------|-----------------------------|----------------|------------------------------|
| 7481 | disclosure of confidential information | 107 | 79 | 17 | 28 | 12 |
| 7485 | withholding of information (includes recipient access to records) | 22 | 20 | 6 | 2 | 1 |
| 7486 | correction of record | 3 | 3 | 1 | | |
| 7487 | access by p & a to records | | | | | |
| 7501 | privileged communication | 1 | 1 | | | |

9. Treatment Environment

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|-----------------------------|----------|---------------|-----------------------------|----------------|------------------------------|
| 7081 | safe environment | 318 | 194 | 25 | 122 | 28 |
| 7082 | sanitary/humane environment | 225 | 194 | 38 | 31 | 24 |
| 7086 | least restrictive setting | 24 | 24 | 3 | | |

10. Freedom of Movement

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--------------------------|----------|---------------|-----------------------------|----------------|------------------------------|
| 7441 | restrictions/limitations | 38 | 31 | 2 | 7 | 2 |
| 7400 | restraint | 17 | 8 | 3 | 10 | 5 |
| 7420 | seclusion | 14 | 4 | 2 | 10 | 7 |

11. Financial Rights

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

12. Personal Property

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 7267 | access to entertainment materials, information, news | 23 | 20 | 6 | 3 | 1 |
| 7281 | possession and use | 83 | 65 | 8 | 18 | 13 |
| 7282 | storage space | 1 | 1 | | | |
| 7283 | inspection at reasonable times | 6 | 5 | | 1 | 1 |
| 7285 | exclusions | 1 | 1 | | | |
| 7286 | limitations | 7 | 6 | | 1 | 1 |
| 7287 | receipts to recipient and to designated individual | 38 | 28 | 17 | 10 | 8 |
| 7288 | waiver | | | | | |
| 7289 | protection | 193 | 188 | 56 | 2 | 1 |

13. Suitable Services

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 1708 | dignity and respect | 888 | 745 | 127 | 143 | 48 |
| 7003 | informed consent | 26 | 21 | 4 | 5 | 3 |
| 7029 | information on family planning | | | | | |
| 7049 | treatment by spiritual means | 11 | 10 | | 1 | 1 |
| 7080 | mh services suited to condition | 610 | 510 | 33 | 100 | 39 |
| 7100 | physical and mental exams | 79 | 69 | 4 | 10 | 1 |
| 7130 | choice of physician/mental health professional | 84 | 80 | 2 | 4 | 0 |
| 7140 | notice of clinical status/progress | 10 | 9 | 2 | 1 | 0 |
| 7150 | services of mental health professional | 61 | 61 | 1 | | |
| 7160 | surgery | | | | | |
| 7170 | electro convulsive therapy (ect) | 1 | 1 | | | |
| 7180 | psychotropic drugs | 95 | 93 | 1 | 2 | 1 |
| 7190 | notice of medication side effects | 9 | 6 | 4 | 3 | 3 |

14. Treatment Planning

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|------|--|----------|---------------|-----------------------------|----------------|------------------------------|
| 7121 | person-centered process | 56 | 51 | 4 | 6 | 3 |
| 7122 | timely development | 3 | 3 | 1 | | |
| 7123 | requests for review | | | | | |
| 7124 | participation by individual(s) of choice | 5 | 5 | | | |
| 7125 | assessment of needs | 7 | 6 | | 1 | 1 |

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

| Code | Category | Received | Interventions | Interventions Substantiated | Investigations | Investigations Substantiated |
|---------------|--------------------------|-------------|---------------|-----------------------------|----------------|------------------------------|
| 7241 | prior consent | 4 | 3 | | 1 | 0 |
| 7242 | identification | | | | | |
| 7243 | objection | 1 | 1 | | | |
| 7244 | release to others/return | | | | | |
| 7245 | storage/destruction | | | | | |
| TOTALS | | 3843 | 2915 | 401 | 919 | 358 |

17. No Right Involved

| Code | Category | Received |
|------|-------------------|----------|
| 0000 | no right involved | 1093 |

18. Outside Provider Jurisdiction

| Code | Category | Received |
|------|-------------------------------|----------|
| 0001 | outside provider jurisdiction | 186 |

APPENDIX K: ABUSE/NEGLECT/RETALIATION REMEDIAL ACTION LPH/U RIGHTS OFFICES – FY15

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 31 cases requiring disciplinary action, none was taken. These instances are in **bold type**.

| Agency | Category (from Complaint Data) | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|--|--|---|-----------------------------|-----------------------------|
| St Joseph Mercy Hospital - Chelsea | abuse class I | None | | |
| St John Hospital & Medical Center | abuse class I - sexual abuse | Employment Termination | | |
| MidMichigan Medical Center - Gratiot | abuse class II - emotional harm | Written Reprimand | Written Reprimand | Written Reprimand |
| UP Health System - Marquette | abuse class II - exploitation | Employment Termination | | |
| Behavioral Center of Michigan | abuse class II - nonaccidental act | Employment Termination | | |
| Providence-Providence Park Hospital | abuse class II - nonaccidental act | Verbal Counseling | Training | |
| Samaritan Behavioral Center | abuse class II - nonaccidental act | Employment Termination | | |
| Beaumont Farmington Hills | abuse class II - unreasonable force | Verbal Counseling | Written Reprimand | |
| Behavioral Center of Michigan | abuse class II - unreasonable force | Employment Termination | | |
| Harbor Oaks | abuse class II - unreasonable force | Employment Termination | | |
| Harbor Oaks Hospital | abuse class II - unreasonable force | Employment Termination | | |
| Havenwyck Hospital | abuse class II - unreasonable force | Employment Termination | | |
| HealthSource Saginaw | abuse class II - unreasonable force | Employment Termination | | |
| Henry Ford Kingswood Hospital | abuse class II - unreasonable force | Employee left the agency, but substantiated | | |
| Henry Ford Macomb Hospital | abuse class II - unreasonable force | Written Reprimand | | |
| Holland Community Hospital | abuse class II - unreasonable force | Training | Training | Training |
| Mercy Health, Behavioral Health | abuse class II - unreasonable force | Training | Verbal Counseling | |
| Samaritan Behavioral Center | abuse class II - unreasonable force | Written Counseling | Training | |
| Samaritan Behavioral Center | abuse class II - unreasonable force | Employment Termination | | |
| Samaritan Behavioral Center | abuse class II - unreasonable force | Written Counseling | Suspension | |

| Agency | Category (from Complaint Data) | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|---|--|------------------------------------|-----------------------------|-----------------------------|
| St Joseph Mercy Hospital | abuse class II - unreasonable force | Policy Revision/Developme nt | | |
| University of Michigan Health System | abuse class II - unreasonable force | Employment Termination | | |
| UP Health System - Marquette | abuse class II - unreasonable force | Suspension | Verbal Counseling | |
| UP Health System - Marquette | abuse class II - unreasonable force | Employment Termination | | |
| HealthSource Saginaw | abuse class II unreasonable force | Written Counseling | Training | |
| HealthSource Saginaw | abuse class II unreasonable force | Written Counseling | Employment Termination | |
| Doctors Hospital of Michigan | abuse class III | Employment Termination | | |
| Havenwyck Hospital | abuse class III | Employment Termination | | |
| Havenwyck Hospital | abuse class III | Employment Termination | | |
| Havenwyck Hospital | abuse class III | Employment Termination | | |
| HealthSource Saginaw | abuse class III | Written Counseling | Training | |
| Henry Ford Kingswood Hospital | abuse class III | Employment Termination | | |
| Henry Ford Kingswood Hospital | Abuse Class III | Written Reprimand | | |
| Henry Ford Macomb Hospital | abuse class III | Written Counseling | Suspension | |
| Oaklawn Hospital | abuse class III | Written Reprimand | | |
| Samaritan Behavioral Center | abuse class III | Employment Termination | | |
| Samaritan Behavioral Center | abuse class III | Written Reprimand | Suspension | |
| University of Michigan Health System | abuse class III | Employment Termination | | |
| University of Michigan Health System | abuse class III | Employment Termination | | |
| University of Michigan Health System | abuse class III | Written Counseling | | |
| Behavioral Center of Michigan | neglect class I | Suspension | Training | |
| Lakeland | neglect class I | Employment Termination | | |
| Mercy Health, Behavioral Health | neglect class I | Training | | |
| Samaritan Behavioral Center | neglect class I | Written Reprimand | Suspension | Employment Termination |
| Samaritan Behavioral Center | neglect class I | Employment Termination | | |

| Agency | Category (from Complaint Data) | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|--|---|-----------------------------|---|-----------------------------|
| Behavioral Center of Michigan | neglect class II | Suspension | Employee left the agency, but substantiated | |
| Crittenton Hospital Medical Center | neglect class II | Written Reprimand | Training | Policy Revision/Development |
| Harbor Oaks | neglect class II | Suspension | | |
| Harbor Oaks Hospital | neglect class II | Suspension | | |
| HealthSource Saginaw | neglect class II | Written Counseling | Training | |
| Samaritan Behavioral Center | neglect class II | Written Counseling | Training | |
| Sparrow-St Lawrence Hospital | neglect class II | Written Reprimand | | |
| Sparrow-St Lawrence Hospital | neglect class II | Suspension | Written Reprimand | |
| St John Hospital & Medical Center | neglect class II | Verbal Counseling | Training | |
| University of Michigan Health System | neglect class II - failure to report | Written Counseling | Training | |
| Beaumont Hospital - Taylor | neglect class III | Written Reprimand | Training | |
| Beaumont Hospital - Taylor | neglect class III | Written Reprimand | Training | |
| Beaumont Hospital - Taylor | neglect class III | Written Reprimand | | |
| Beaumont Hospital - Taylor | neglect class III | Written Reprimand | Training | |
| Behavioral Center of Michigan | neglect class III | Employment Termination | Employee left the agency, but substantiated | |
| Behavioral Center of Michigan | neglect class III | Suspension | Training | Written Counseling |
| Doctors Hospital of Michigan | neglect class III | Suspension | | |
| Harbor Oaks | neglect class III | Employment Termination | | |
| Harbor Oaks Hospital | neglect class III | Employment Termination | | |
| Havenwyck Hospital | neglect class III | Employment Termination | | |
| HealthSource Saginaw | neglect class III | Written Counseling | Training | |
| HealthSource Saginaw | neglect class III | Written Counseling | Training | |
| HealthSource Saginaw | neglect class III | Written Counseling | Training | |
| Henry Ford Macomb Hospital | neglect class III | Written Reprimand | | |

| Agency | Category (from Complaint Data) | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action |
|---|--|---|-----------------------------|-----------------------------|
| Henry Ford Macomb Hospital | neglect class III | Employee left the agency, but substantiated | None | |
| Henry Ford Macomb Hospital | neglect class III | Employment Termination | | |
| Henry Ford Macomb Hospital | neglect class III | Written Reprimand | | |
| Henry Ford Wyandotte Hospital | neglect class III | Written Reprimand | Policy Revision/Development | Training |
| Holland Community Hospital | neglect class III | Training | Training | Training |
| Memorial Healthcare - Owosso | neglect class III | Training | | |
| Mercy Health, Behavioral Health | neglect class III | Training | Verbal Counseling | |
| Samaritan Behavioral Center | neglect class III | Written Reprimand | Suspension | |
| Samaritan Behavioral Center | neglect class III | Written Reprimand | Suspension | |
| Samaritan Behavioral Center | neglect class III | Training | | |
| Samaritan Behavioral Center | neglect class III | Written Reprimand | | |
| Samaritan Behavioral Center | neglect class III | Training | | |
| Samaritan Behavioral Center | neglect class III | Training | | |
| Sparrow-St Lawrence Hospital | neglect class III | Written Reprimand | | |
| St Mary Mercy Hospital | neglect class III | Written Counseling | | |
| University of Michigan Health System | neglect class III | Written Counseling | Training | |
| University of Michigan Health System | neglect class III | Written Counseling | Training | |
| St Mary Mercy Hospital | neglect class III - failure to report | Written Counseling | | |
| University of Michigan Health System | neglect class III - failure to report | Written Counseling | Training | |
| University of Michigan Health System | neglect class III - failure to report | Written Counseling | Training | |
| HealthSource Saginaw | neglect class III failure to report | Written Counseling | | |
| Beaumont Farmington Hills | retaliation/harassment | Verbal Counseling | | |

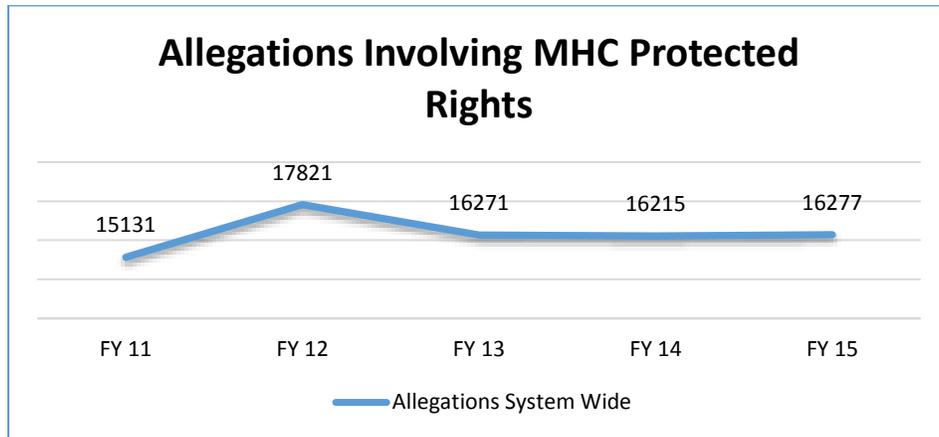
APPENDIX L: TRAINING PROVIDED BY THE LPH/U RIGHTS OFFICE - FY15

The table below reflects the training provided during the fiscal year, the number of LPH/U 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 |
|---|----------------|---------------------|---------------|----------------|
| Allegiance Health | 8 | 0 | 0 | 8 |
| Alpena Regional Medical Center | 1053 | 0 | 0 | 0 |
| Beaumont Hospital - Farmington Hills | 99 | 0 | 0 | 0 |
| Beaumont Hospital - Royal Oak | 23 | 0 | 0 | 0 |
| Beaumont Hospital - Taylor | 1125 | 5 | 596 | 150 |
| Behavioral Center of Michigan | 167 | 0 | 0 | 0 |
| Borgess Medical Center | 146 | 0 | 0 | 111 |
| Bronson Battle Creek | 158 | 12 | 0 | 46 |
| Bronson Lakeview Hospital | 83 | 0 | 0 | 0 |
| Community Health Center of Branch County, Behavioral Healthcare | 0 | 0 | 0 | 0 |
| Crittenton Hospital Medical Center | 82 | 0 | 0 | 49 |
| DMC Detroit Receiving Hospital | 67 | 0 | 0 | 0 |
| DMC Sinai-Grace Hospital | 64 | 0 | 0 | 0 |
| Doctors Hospital of Michigan | 109 | 11 | 0 | 0 |
| ForestView Psychiatric Hospital | 225 | 6 | 0 | 0 |
| Harbor Oaks Hospital | 0 | 190 | 51 | 0 |
| Havenwyck Hospital | 808 | 0 | 0 | 0 |
| Health Source Saginaw | 449 | 0 | 24 | 522 |
| Henry Ford Kingswood Hospital | 0 | 0 | 0 | 410 |
| Henry Ford Macomb Hospital | 224 | 16 | 39 | 0 |
| Henry Ford Wyandotte Hospital | 935 | 21 | 30 | 0 |
| Hillsdale Community Health Center | 1047 | 20 | 0 | 0 |
| Holland Community Hospital | 168 | 0 | 0 | 0 |
| Hurley Medical Center | 87 | 0 | 0 | 0 |
| Lakeland Health | 59 | 0 | 0 | 0 |
| McLaren - Bay Region | 41 | 0 | 0 | 0 |
| McLaren - Greater Lansing | 0 | 0 | 0 | 0 |
| McLaren - Lapeer Region | 161 | 0 | 0 | 0 |
| McLaren - Oakland Hospital | 55 | 0 | 0 | 0 |
| McLaren - Port Huron | 9 | 0 | 196 | 0 |
| McLaren Medical Center - Flint | 95 | 0 | 0 | 0 |
| Memorial Healthcare - Owosso | 87 | 0 | 0 | 11 |

| Hospital/Unit | # Agency Staff | # Contractual Staff | # Other Staff | # of Consumers |
|--|-----------------------|----------------------------|----------------------|-----------------------|
| Mercy Health St Marys | 541 | 10 | 0 | 208 |
| Mercy Health, Behavioral Health | 268 | 0 | 85 | 0 |
| MidMichigan Medical Center - Gratiot | 619 | 0 | 0 | 0 |
| MidMichigan Medical Center - Midland | 32 | 0 | 0 | 0 |
| Munson Medical Center | 53 | 0 | 0 | 0 |
| Oaklawn Hospital | 253 | 30 | 0 | 398 |
| Pine Rest Christian Mental Health Services | 541 | 10 | 0 | 208 |
| ProMedica Herrick Medical Center | 0 | 0 | 0 | 0 |
| ProMedica Monroe Regional Hospital | 0 | 0 | 0 | 1219 |
| Providence-Providence Park Hospital | 0 | 0 | 0 | 0 |
| Samaritan Behavioral Center | 254 | 0 | 0 | 0 |
| Sparrow-St Lawrence Hospital | 181 | 0 | 0 | 40 |
| Spectrum Health Ludington Hospital | 40 | 0 | 0 | 0 |
| St John Hospital & Medical Center | 72 | 0 | 0 | 0 |
| St John Macomb-Oakland Hospital-Macomb Center | 58 | 20 | 0 | 0 |
| St John Macomb-Oakland Hospital-Oakland Center | 49 | 28 | 0 | 0 |
| St Joseph Mercy Hospital | 125 | 0 | 0 | 0 |
| St Joseph Mercy Hospital - Chelsea | 151 | 0 | 0 | 0 |
| St Joseph Mercy Hospital - Oakland | 250 | 0 | 0 | 0 |
| St Mary Mercy Hospital | 409 | 0 | 80 | 0 |
| StoneCrest Center | 287 | 25 | 0 | 0 |
| University of Michigan Health System | 533 | 0 | 65 | 10 |
| UP Health System - Marquette | 490 | 0 | 0 | 0 |
| War Memorial Hospital | 165 | 0 | 0 | 47 |

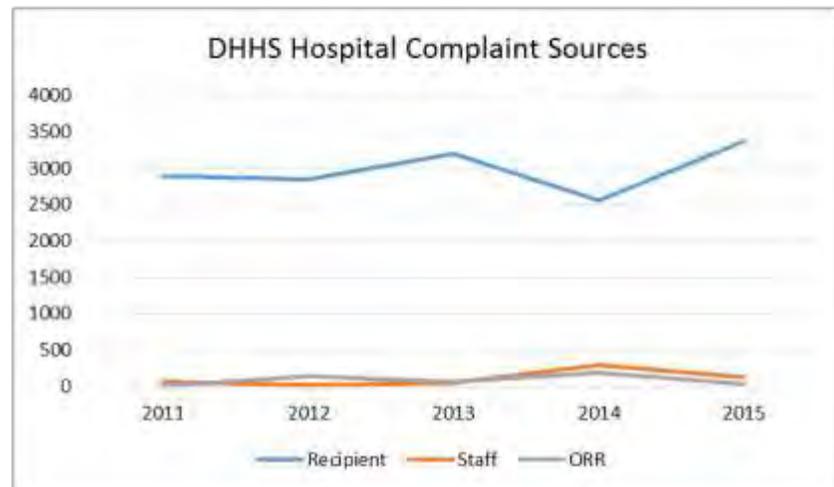
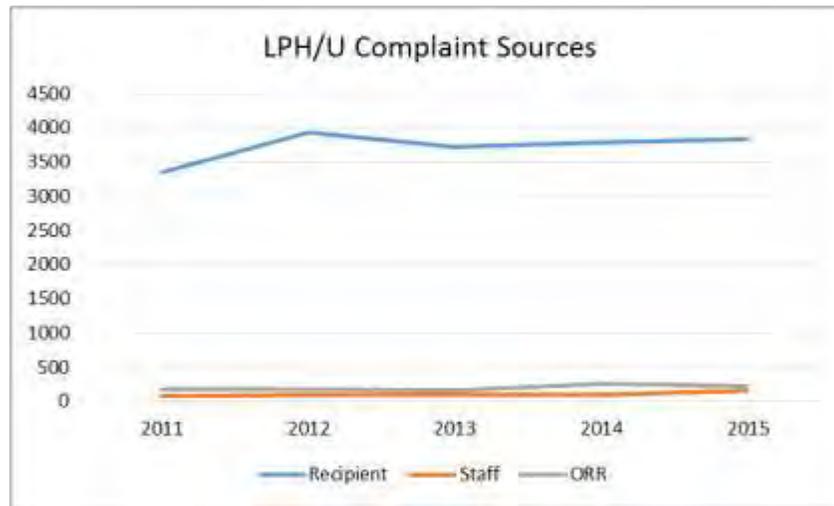
APPENDIX M: PATTERNS AND TRENDS IN RECIPIENT RIGHTS



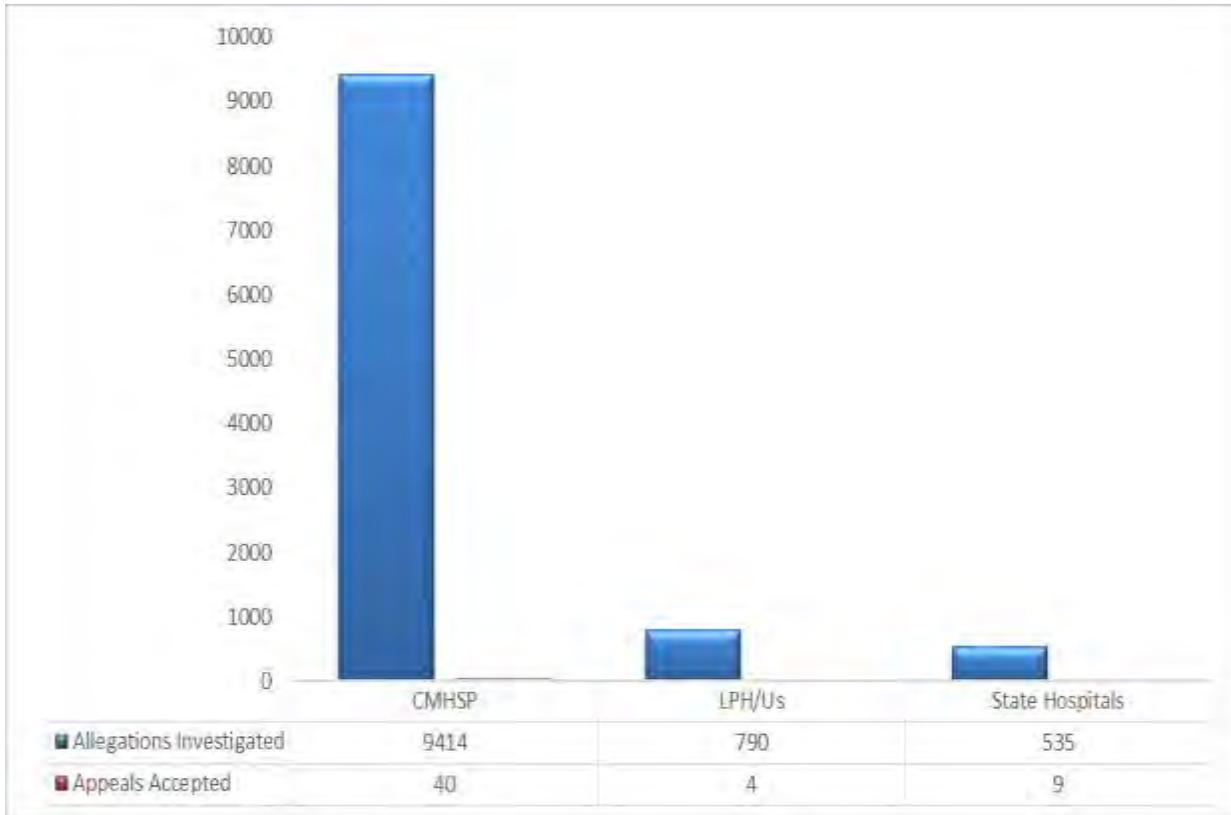
Staffing Levels



Sources of Complaints Received



Allegations Investigated vs Appeals Accepted - FY 14



Allegations Investigated vs Appeals Accepted - FY 15

