



# MVFA Board Meeting Agenda

September 24, 2024

47901 Sugarbush Rd, Chesterfield Twp, MI 48047

Agenda Item		Time	Action	Presenter
1.	<b>Pledge of Allegiance</b>	10:00 am	-	David Henry
2.	<b>Attendance Roll Call</b>	10:00 am	-	David Henry
3.	<b>Adoption of Agenda for Sept. 24, 2024</b>	10:00 am	Action	David Henry
4.	<b>Public Comment (limit to 3 minutes)</b>	10:05 am	-	David Henry
5.	<b>Approval of Proposed Minutes from July 23, 2024</b>	10:10 am	Action	David Henry
6.	<b>Executive Director's Report</b> 6.1 Update on the Replacement Facility for MVH D.J. Jacobetti 6.2 Update on Status of Board Appointments (1 vacancy) 6.3 Update on the Operational Status of the MVH at Chesterfield Township by Administrator Jennifer Manning 6.4 Update on the Operational Status of the MVH D.J. Jacobetti by Administrator Ron Oja 6.5 Update on the Operational Status of the MVH at Grand Rapids by Administrator Carly MacDonald 6.6 Update on the Operational Status of MVH by COO Steve Rolston	10:15 am	-	Anne Zerbe
7.	<b>Committee Updates</b> 7.1 Executive Committee 7.1.1 Nurse Wage Pass Thru Letter to Governor 7.1.2 Appeals Board member recommendation 7.1.3 Board Policy 015, Executive Director Evaluation Process 7.2 Budget and Financial Oversight Committee 7.3 Quality and Compliance Committee 7.4 Advocacy and Outreach Committee	11:00 am	Action Action	David Henry    Ken Robbins  MaryAnne Shannon  Barry Walter
8.	<b>New Business</b> 8.1 2025 proposed board meeting schedule	12:00 pm	Action	David Henry Beth Simonton-Kramer
9.	<b>Public Comments (limit to 3 minutes)</b>	12:15 pm	-	David Henry
10.	<b>Board Comments</b>	12:30 pm	-	David Henry
11.	<b>Closed Session</b>	12:45 pm	-	David Henry
12.	<b>Adjournment</b>	1:00 pm	Action	David Henry



**MICHIGAN VETERANS' FACILITY AUTHORITY  
BOARD OF DIRECTORS MEETING**

July 23, 2024

10:00 a.m.

**PROPOSED MINUTES**

A meeting of the Michigan Veterans Facility Authority (MVFA) Board of Directors was called to order at 10:01 a.m. by Chair David Henry. The meeting was conducted at Michigan Veteran Homes D.J. Jacobetti, 425 Fisher St, Marquette, MI 49855.

**1. Pledge of Allegiance**

**2. Attendance Roll Call**

Chair Henry called for a roll call of members present.

The following MVFA Board of Directors were present: David Henry, Brad Slagle, Ken Robbins, MaryAnne Shannon, Barry Walter, and David Rutledge.

Excused Absence: Shawn Turner and Leon Bauer

Michigan Veteran Homes (MVH) Executive Leadership Team: Anne Zerbe, Beth Simonton-Kramer, Ryan Engle, Chris Lajoie, AAG Jason Geissler, Lynne Myszak, Tiffany Carr, Jodi Visser, Melissa Velie, Niki Wheeler, Ron Oja

Virtual Guests: Jennifer Manning, Linda Smith, Laura Birchmeier, Steffany Muirhead, Erica Bobrowski, Rachelle Breeden, Mark Wolf, Carly MacDonald, Michelle Diffin, Beth Gonzales, Sara Brys, Michale Kroll, Michael Cnossen, Ashley Rawlings, Sean Depuydt.

**3. Adoption of Agenda**

*Slagle, seconded by Shannon, motioned to accept the meeting agenda dated July 23, 2024, as presented. The motion passed 6-0.*

**4. Public Comment**

A member's wife requested to ride in the van to go with her husband for his appointment for his new wheelchair. He cannot speak for himself, and she is his Durable Power of Attorney (DPOA).

**5. Approval of Proposed Minutes**

*Robbins, seconded by Slagle, motioned to adopt the minutes from the May 21, 2024, meeting. The motion passed 6-0.*

## **6. Executive Director's Report**

- **Anne Zerbe, CEO/ED**

- Zerbe provided an update on the replacement facility for Michigan Veteran Homes D.J. Jacobetti. Discussion on pivoting to the new location in Marquette Township. Executed purchase agreement for the site. Discussion of relocation of Venture Drive with final stages of submitting the petition to the road commission.
- VA grant not released for FY24 funding. Engineers have developed the plan for compliance. Anticipating release of information in August, and we will request a conditional grant from the VA. This gives us 180 days to submit final design, bids, final budget documents, and reasonable insurance of title. Anticipating breaking ground next spring with a 24–36-month construction period.
- Discussion of title issues with the township. The county owns Venture Drive, and we need to relocate the road to build. The township supports the move. We will submit our petition soon and will be on the agenda for August. We should know by September 2024. This remains a contingency of the purchase of the property.
- Legislative reporting- The OAG has preliminarily identified areas we need to improve with our legislative reporting. This will be included in our strategic planning, performance reporting, and other data to report. The field work has been done by the auditors and currently working on their analysis.
- Engle reported on board appointments. We have one remaining vacancy. Speaker of the House has submitted names for consideration to the Appointment's Office of the Governor.

### **Update on MVH at Chesterfield Township – Jennifer Manning, Administrator**

- Awaiting VA survey.
- CMS survey recently completed with no issues.

### **Update on MVH DJJacobetti – Ron Oja, Administrator**

- VA Survey plan of correction continues. Continuing to await the VA sharing agreement for mental health care.
- CMS staffing mandate: all three of the homes meet the requirements.
- Facility Assessments: New requirements involve providing staffing information and must be reviewed with leadership and the Board. This impacts all three homes and will be reviewed annually or as needed.
- Discussion of retention and incentives for retaining staff and the challenges involved with bargaining and state employment.

### **Update on MVH at Grand Rapids – Carly MacDonald, Administrator**

- Census is currently 120, with 4 deaths in the last few weeks.

- Discussion regarding private nursing homes wage incentives that we are not able to provide. The State's HR and Civil Service representatives are involved, as are the employee unions. The Board will consider writing a letter in support.
- Grand Rapids is in substantial compliance for CMS. Our VA survey is closed, and we received our full certification on June 6, 2024. Pharmacy sharing agreement is completed. No outstanding facility reported incidents.
- MVH at Grand Rapids is celebrating its 3-year anniversary on July 25, 2024.
- Zerbe praised all three homes on their accomplishments and achieving a five-star rating.

#### **7. Update of Operations - Operations Analyst Chris LaJoie reported on behalf of Steve Rolston, Chief Operations Officer**

- All three homes are ranked in the top 6% in Michigan – in the top 26 of 424 homes.
- Currently undergoing another payroll-based journaling audit in Grand Rapids. Chesterfield PPD is at 7.78, Grand Rapids is 6.91, and Jacobetti at 4.75 average.
- Open positions at Chesterfield to hire contingent (non-career position) nurses to fill gaps. There are many nursing vacancies at each of the homes.
- NASVH is August 12<sup>th</sup>. Five members of the central leadership team will be attending.
- Mock survey dates for the Homes are September for Grand Rapids, January for Chesterfield, and Jacobetti is to be determined.
- Townhalls have been completed in Chesterfield and Grand Rapids, and Jacobetti will have theirs tomorrow and Thursday.
- Zerbe recognized Niki Wheeler for conducting Mock Surveys that provide an opportunity to have staff visit other homes to gain experience in the survey process.
- Ombudsman Report  
The Ombudsman Report is attached to the Board Packet. The Legislative Ombudsman position is still open/vacant. Michelle Diffin is currently addressing any issues that arise.

#### **8. Executive Committee**

- **David Henry**
  - Office of Auditor General (OAG) is doing an internal audit. Three board members (Rutledge, Shannon, and Henry) have been interviewed. The questions focused on the board, interaction with central office, and oversight.
  - Henry acknowledged Ryan Engle for his work to fill board membership positions.

#### **9. Budget and Finance**

- **Ken Robbins**
  - FY24 - \$8.1 million deficit.
  - Recognize the donation of the land in the new home construction.

- Charitable Support Fund slight increase of \$25,000.
- FY25 - \$11.1 million increase in baseline funding.
- New DMVA CFO is Rachelle Breedon.

## **10. Quality and Compliance**

### **• MaryAnne Shannon**

- Presently developing a committee description for this new “Clinical Quality and Compliance” subcommittee.
- Subcommittee to meet on Teams every other month (second meeting will be in August).
- Presently developing a report form template that addresses clinical quality and compliance at each facility (looking at both present numbers and trends over time).
- Discussion of additional interest areas to include at the next committee meeting may include physician care provided in the homes, behavioral health, pharmacy issues, sentinel events, med errors, falls, skin issues, infection rates, etc.

## **11. Advocacy and Outreach**

### **• Barry Walter**

- New committee name is Administrative Operations.
- Description: Governmental advocacy and outreach, community relations and outreach, fund development. Bi-laws review moves to Executive Committee.
- Discussion about obtaining 501C3 status and using donations towards capital improvements. This committee will work on the development of the foundation.
- Legislative meet and greet is slated for January 2025.
- Promotional videos are nearing completion.

## **12. New Business**

### **• CEO Evaluation**

- Discussion of the revised CEO Evaluation process. The revised policy will be discussed in Executive Committee and brought to the Board at the next meeting.
- Annual process with alternating levels of evaluation:
  - Every other year, or as requested: full evaluation with staff feedback, board feedback, CEO’s feedback, development of performance goals. Results in a written report to the Governor.
  - Alternative years—abbreviated evaluation consisting of a conversation between the Executive Committee and the CEO to hear achievements and goals. Results in a written Executive Committee report.
- This year, 2024, will be the alternative, abbreviated evaluation.

## **13. Public Comment**

- Request to have a louder volume setting for the members, audience, and on-line participants.

#### **14. Board Comment**

- Walters stated he is very appreciative for the opportunity to serve and visit Marquette. Thanks everyone for all they do.
- Slagle stated it was great to come to Marquette and for Board Members to see what we have here. It's important to see the veterans in the home. Thanks for the long travel here.
- Robbins agreed with both the board members' comments and recognized Anne for all the good work.
- Shannon stated she is always happy to have our meetings in the facilities where our veterans live. Thanks to those of you who travelled north to visit our Jacobetti facility for this month's meeting.
- Turner regretted that he could not be there today but stated that we have an amazing story to tell. He is looking forward to helping to craft our narrative that highlights the great, positive work that we are doing. We can raise money by telling our story well, and he is certain that there are a lot of organizations and people out there who are going to support us. He is excited to be a part of this story.
- Rutledge stated that after travelling to this board meeting in Marquette, he has a better appreciation for those members who live in the north and drive to Lansing for most meetings. It has been a delight to meet Ron and his team members and to talk to staff. Kudos to the staff and the facility for taking care of those that you are supposed to take care of. Thank you to Anne and team for getting this new building built and for the people that it serves and the community that it serves. Thank you to Ryan for his work on the Governor's resolution for Veteran Home Week. And thank you, Mr. Chair, for all you do.
- Henry asked the board to consider meeting at MVH at Chesterfield Township for the next meeting. That way we will have gone to each of the facilities this year. The NASVH Conference in Washington is February 10-13, 2025. If you have not been as a board member, consider going and let staff know if you are interested.
- Ryan Engle stated there is a community meet and greet at the Ore Dock . Great opportunity to meet with the community. New construction updates will be shown. Direct inquiries from the community to Ryan or Anne for any further information.

#### **15. Adjournment**

*Walter, seconded by Rutledge, moved to adjourn. Motion passed 6-0.*

At 11:56 am the meeting was adjourned.

MaryAnne Shannon,  
MVFA Board Secretary



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
**MICHIGAN VETERANS FACILITY AUTHORITY**  
LANSING

DAVID HENRY  
CHAIRPERSON

September 13, 2024

The Honorable Gretchen Whitmer  
Governor of Michigan  
P.O. Box 30013  
Lansing Michigan

SUBJECT: Long Term Care Worker Wage Pass-Through – Veteran Home Employee Eligibility

Dear Governor Whitmer:

As your appointees to the Michigan Veterans' Facility Authority (MVFA) Board of Directors, we have the important privilege and responsibility to serve on the governing body that provides strategic direction and oversight to the Michigan Veteran Homes, the only state owned and operated nursing homes in the State of Michigan. We're proud of the care and quality of life being delivered at MVH and are grateful for your ongoing leadership and stalwart support of Michigan veterans and their loved ones.

During the Coronavirus Pandemic, **the State of Michigan was a leader in recognizing the extreme workforce challenges faced by skilled nursing facilities and took action to support nursing home residents through the direct care worker and non-clinical staff wage pass-through.** Michigan has continued to support this initiative in subsequent budget cycles, including the upcoming FY 2025 budget, demonstrating the State's ongoing commitment to support the provision of high-quality care to those living and receiving care in nursing homes across the state.

Each of these annual investments supports the more than 420 nursing homes across Michigan, bolstering their ability to recruit, retain, and grow talented staff in a competitive hiring environment. **Unfortunately, year after year, the MVH staff caring for veteran nursing home residents have been left out of this program,** without adequate explanation as to why they, as employees of Medicaid-certified nursing homes, do not qualify. To our knowledge, staff at the three MVH Homes are the only residential skilled nursing employees in the entire state who have not received the wage pass-through available to employees in all other Medicaid-certified skilled nursing facilities. **It seems counterintuitive that the three nursing homes in Michigan that almost exclusively serve those who've borne the burden of war and sacrifice for this nation – 3 out 420+ nursing homes – are the only nursing homes left out of a program that supports attracting and retaining the best workforce.**

In response to our Board's previous inquiries regarding our employees' eligibility to receive the long-term care wage pass-through, we were informed that the rules governing state employee wage negotiations would require that this issue be bargained for during negotiations between the Office of the State Employer (OSE) and applicable unions.

To date, we have found no language in the law that would prohibit payment of this wage pass-through to the state employees that meet the requirements imposed on their private-sector counterparts. While we recognize this is an unusual situation – one in which only some state employees in the eligible

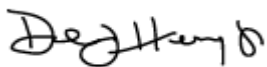
classifications would receive the pass-through – there is some precedent for such situations, such as special wage schedules for nursing staff working for the Department of Corrections. In that context, we humbly request information regarding the questions outlined below:

- Given the fact that all MVH homes are Medicaid-certified skilled nursing facilities, we request that this issue be discussed as part of the bargaining process, allowing MVH to participate in the program and request reimbursement to pass on to its employees.
- If OSE leadership determines that this is not an issue they will take up in negotiations, what is the specific reason for not doing so, given the lack of any policy or law preventing MVH from participating in the program or prohibiting MVH employees from receiving the pass-through wages?

Your administration has recognized the workforce challenge faced by skilled nursing facilities, which is why you acted to support long term care workers. That said, we cannot reconcile why MVH employees – working for nursing homes that almost exclusively care for veterans – are left out of a program intended to recruit and retain excellent caregivers. We continue to receive reasonable inquiries from our employees wanting to understand why they do not receive benefits provided to every other nursing home employee in the state; to date, we do not have a satisfactory response to provide.

We, the MVFA Board of Directors, acknowledge the immense number of competing priorities that come across your desk each day and are grateful for your consideration in reviewing and looking into the matters discussed in this letter. We are honored to serve at your pleasure and hope that our letter today underscores the commitment we have to our role in serving both our member residents and the employees that do the real work, providing excellent care at each of our Homes. We are grateful for your ongoing leadership on veteran issues here in the Great Lakes State.

Respectfully,



David Henry, Jr.  
MVFA Chair, Board of Directors  
On behalf of the MVFA Executive Committee

cc: Liza Estland Olson, Director, Office of the State Employer  
Anne Zerbe, Executive Director, Michigan Veteran Homes  
Major General Paul Rogers, Director, Department of Military and Veterans Affairs  
Jen Flood, State Budget Director, State Budget Office  
Senator Veronica Klinefelt, Chair, Veterans and Emergency Services Committee  
Senator Kevin Hertel, Chair, Subcommittee on Military, Veterans Affairs, and State Police  
Representative Jennifer Conlin, Chair, Military, Veterans, and Homeland Security Committee  
Representative Jason Morgan, Chair, Appropriations Subcommittee on Military, Veterans Affairs, and State Police



## Education

**Bachelors of Business Administration, Management and Human Resources**  
**Graduation with High Honors: May 2015**  
Davenport University, Grand Rapids MI

## Professional Experience

**Davenport University – Senior Admissions - Military**  
**Grand Rapids MI**

**Aug 2016 - Present**

I create and develop corporate education accounts as well as work in a sales role for corporate training and certifications. Additionally, I generate revenue for the university through new student enrollment, professional development training and certification, and custom training opportunities. In partnership with the Michigan Veterans Affairs Agency (MVAA), I helped create a scholarship program that is awarded to all company employees with collaboration from the Employment Analyst at the MVAA. I also serve as the senior admissions contact and act as the subject-matter expert in all Veteran Affairs related areas.

- Managed and grown several fortune 500 company accounts through collaboration with key executives resulting in employee attraction and retention initiatives. In partnership and management of these accounts, the university has had substantial growth in overall student enrollment in the past 12-18 months.
- Grew corporate certification and certificate sales in excess of \$250,000 annually.
- Created and managed a crucial partnership with the MVAA's Veteran-Friendly Employer program resulting in Davenport University becoming the preferred partner for Michigan-Based employers seeking secondary education and training for their valued employees. Through this initiative, Davenport University and the MVAA have successfully on-boarded 40+ employers for employee scholarship opportunities, fulfilling a previously unrecognized need in the state of Michigan.
- Directly oversaw the outreach and lead-generation of corporate employers/employees resulting in 14% enrollment increase from Spring 2023 to Spring 2024.
- Create and analyze partnership enrollment reports and present data to grow relationships to include training and development of employees
- Responsible for proposal writing, budgeting, data reporting, projections, goals, and outcomes.
- Co-led a Michigan Veterans Affairs Agency (MVAA) Credit Equivalency Grant program from 2018 – 2019. The grant program evaluated and expanded the number of college credits veteran and military students are awarded when attending the university. Davenport now awards 28 credits on average per student with more than 600 direct equivalency courses.

**Steelcase (Zone Manager)**  
**Grand Rapids, MI**

**Aug 2015 – Aug 2016**

- Supervised a team of seven employees.
- Driver of continuous improvement
- Managed process discipline and standardized work
- Maintain business metrics focused on safety, quality, delivery, and cost
- Responsible for entering, updating and retrieving necessary computerized data information

# Jason Bos

(804) 892-2858

[Jason.bos99@gmail.com](mailto:Jason.bos99@gmail.com)

## United States Army

### **Military Police Specialized Search Dog Handler (Specialized Midlevel Manager) 2008 – 2012**

#### **Served overseas in Iraq 2008-2009**

- Served as a specialized midlevel manager recognized for my ability to respond to emergencies and provide unflappable responses to emergent needs.
- Responsible for the overall training, oversight, and management of a military force responsible for overall national security
- Developed departmental training budget, provided classroom training & demonstration needs, and conducted leadership workshops as required

### **Military Police Officer/Sergeant (Midlevel Manager)**

**2004 – 2008**

#### **Served overseas in South Korea 2005-2007**

- Supervision
- Provide public safety/security
- Enforce laws and response to emergency
- Promote excellent community relations
- Responsible for entering, updating & retrieving necessary computerized data information

## **Awards/Honors/Activities**

- Selected for conducting VIP explosive detection search missions
- Commendations for devotion to duty
- Citations for excellence in performance and accomplishments.
- U.S. Army specialized training (Domestic Violence Intervention, Army Mobile Retention Course and Master Trainer Course in Digital Training Management System)
- Warrior Leadership Course
- Student Veterans of America
- United Way Worldwide
- The American Humane Association
- Major Field Test-85<sup>th</sup> percentile



# MICHIGAN VETERAN HOMES

**A Place of Honor & Compassion**

## MICHIGAN VETERANS FACILITY AUTHORITY

### General: Executive Director Evaluation Process

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## PURPOSE

This document has been prepared for use by the Michigan Veterans' Facility Authority (MVFA) and is intended for internal use only. The purpose of this policy is to outline the parameters of the evaluation process for the MVH (Michigan Veteran Homes) Executive Director/CEO.

## SCOPE

Pursuant to MCL 36.103(1) the MVFA is an autonomous entity within the Department of Military and Veteran Affairs.

The MVFA is charged with providing oversight and governance of Michigan veteran homes and veterans' facilities in this State as set forth in MCL 36.103(2). The MVFA exercises its duties through a Board of Directors under MCL 36.105.

Pursuant to MCL 36.105(9), the Executive Director/CEO of the MVFA is exempt from the classified state civil service and is appointed by and serves at the pleasure of the Governor. The Executive Director/CEO for the MVFA is entitled to compensation as determined annually by the MVFA through its board. See MCL 36.105(1), (9).

The Board is authorized under the Act to develop its own policies and procedures. MCL 36.105(13).

As part of the oversight responsibilities as set forth generally in MCL 36.105, the board will evaluate the Executive Director/CEO on an annual basis. The board's specific objective for this activity is to provide guidance and assistance designed to help the Executive Director/CEO achieve the highest degree of leadership success. This evaluation will also be used to determine whether adjustments shall be made to the Executive Director/CEO compensation. The evaluation shall be advisory in nature and the information will be provided to Office of the Governor and to the Department of Military and Veterans Affairs Director upon adoption by the MVFA Board of Directors.

## DEFINITIONS

None.

## STANDARDS

1. Michigan Veterans' Facility Authority Act (PA 560 of 2016), MCL 36.101, et seq.



## MICHIGAN VETERANS FACILITY AUTHORITY

### General: Executive Director Evaluation Process

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### GUIDELINES

1. The MVFA will use an alternating schedule to conduct the Executive Director's job performance: a standard, full performance review, and an abbreviated review.
2. The board will use the standard review every other year or whenever a board member requests the standard review. The board will use the abbreviated review in any year it does not conduct a standard review.

### STANDARD REVIEW

1. For the Standard Review, the chair of the MVFA will appoint a 3-person committee of board members to evaluate the Executive Director/CEO's job performance. This 3-person committee shall be known as the Executive Director Evaluation Committee. The chair shall be included in discussions and the decision-making process if not serving as a committee member. Board members will be given the opportunity to give input to the evaluation process at one of the board's regularly scheduled meetings that are open to the public. The 3-person committee shall take minutes of each meeting, whether recorded or through writing, and those meeting minutes shall be preserved and subject to production pursuant to the Freedom of Information Act, MCL 15.231, et seq., unless an applicable exemption applies. The committee will address the following areas:
  - a. An evaluation of the Executive Director/CEO's overall job performance
  - b. The establishment of new performance goals for the upcoming evaluation year
  - c. Make a recommendation on whether adjustments to the Executive Director/CEO's annual compensation are required.
2. **EXECUTIVE DIRECTOR/CEO SELF APPRAISAL:** No later than July 1st of each year, the board chair will request a self-appraisal from the Executive Director/CEO regarding the current year job performance. Once received, the chair will forward the self-appraisal to the Executive Director Evaluation Committee (EC) chair. The EC will then initiate a 360-performance evaluation with input from all board members.
3. **PERFORMANCE GOALS:** Two weeks prior to the board meeting, the Executive Director/CEO will provide the board with recommended organizational performance goals for the upcoming year. The MVFA will review and approve the goals; the goals must have measurable criteria. However, they may be modified at the sole discretion of the board based on changed circumstances. A review of the Executive Director/CEO's performance in achieving agreed upon goals will be used in conjunction with the next annual 360-evaluation.
4. **BOARD ACTION:** The Board will consider the Executive Director/CEO Evaluation Committee recommendation(s) at a meeting open to the public. If the Board concurs with the Executive Director's Evaluation Committee's recommendations, those recommendations will be forwarded to the Office of the Governor and the Department of Veteran & Military Affairs Director. If the Board does not concur with the Evaluation Committee's recommendations, a revised recommendation will be provided at the



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## MICHIGAN VETERANS FACILITY AUTHORITY

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next MVFA Board meeting open to the public. After deliberation, the board will take one of two possible actions:

- a. concur with the EC's recommendation(s);
- b. do not concur.

Following the MVFA's final approval of the EC's recommendation(s), the board chair and the Executive Director/CEO Evaluation Committee chair will meet with the Executive Director/CEO to review the evaluation.

#### ABBREVIATED REVIEW

1. For the abbreviated review, the Executive Committee will meet with the Executive Director to review achievements for the prior year and goals for the coming year.
2. The Executive Committee will summarize the meeting with a report that will be provided to the board.
3. Upon board approval, the report will be forwarded to the Office of the Governor, and the Department of Veteran & Military Affairs Director.

## PROCEDURES

None

## IMPLEMENTATION

1. The MVFA Board will maintain documentation outlining the appointment status, date of appointment, date of expiration, and information related to the provision under which the current MVH Executive Director/CEO was appointed.
2. The MVH shall maintain and post the Executive Director/CEO, Evaluation Process policy on the MVH website, established by the MVFA Board.

## REFERENCES

1. Michigan Veterans' Facility Authority Act (PA 560 of 2016), MCL 36.101, et seq.

## PERFORMANCE REVIEW HISTORY

Date of Review	6/16/22	2023	9/9/24					
Review Type	Standard	Deferred	Abbreviated					



## MICHIGAN VETERANS FACILITY AUTHORITY

### General: Executive Director Evaluation Process

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  - b. The establishment of new performance goals for the upcoming evaluation year
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#### PROCEDURES

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Review Type	Standard	Deferred	Abbreviated					





# MICHIGAN VETERAN HOMES

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### Michigan Veterans Facility Authority

#### Board Member's Certification of Agreement

This policy, "MVFA-GEN 015 – Executive Director Evaluation Process", was adopted by the MVFA Board of Directors on January 18, 2022, at a scheduled MVFA Board Meeting with a quorum present. This policy will be reviewed annually by the MVFA Board of Directors.

Month/Year	2023	2024	2025	2026	2027	2028
Reviewed	5/16/23	3/19/24 9/24/24				



**MICHIGAN VETERANS FACILITY AUTHORITY**  
**STATEMENT OF NET ACTIVITIES <sup>(a)</sup>**

FY2024 AS OF 7/31/2024 <sup>(b)</sup>		REVENUES						NET (EXPENSE) REVENUE
HOMES/PROGRAMS	EXPENSES	GENERAL FUND	MISCELLANEOUS	VETERANS ADMINISTRATION	INCOME & ASSESSMENTS	TITLE XVIII MEDICARE	TITLE XIX MEDICAID	
Michigan Veteran Homes at Chesterfield Township	\$ 31,948,991	\$ 9,042,300	\$ 246,506	\$ 15,698,394	\$ 1,571,053	\$ 183,148	\$ 2,807,520	\$ (2,400,071)
Michigan Veteran Homes DJ Jacobetti	24,232,066	8,530,550	60,729	10,565,981	2,231,788	382,575	1,909,467	(550,975)
Michigan Veteran Homes at Grand Rapids	36,523,954	17,027,850	347,609	11,371,115	1,241,347	591,903	3,426,995	(2,517,135)
Michigan Veteran Homes Administration	4,456,484	3,603,035	-	-	-	-	-	(853,449)
Veterans Cemetery	233,564	84,800	-	-	-	-	-	(148,764)
<b>TOTAL</b>	<b>\$ 97,395,058</b>	<b>\$ 38,288,535</b>	<b>\$ 654,844</b>	<b>\$ 37,635,490</b>	<b>\$ 5,044,187</b>	<b>\$ 1,157,627</b>	<b>\$ 8,143,981</b>	<b>\$ (6,470,394)</b>

(c)

- (a) This Statement of Net Activities does not include all activity under MVFA.  
(b) The Statement of Net Activities is a projection to the end of the fiscal year.  
(c) The projections assume all prior year restricted revenue carried forward will be used.

Michigan Veteran Homes  
Charitable Fund Report Summary  
July 31, 2024



	Beginning Balance 10/1/2023	Receipts YTD	Expenditures YTD	Ending Balance 7/31/2024
Michigan Veteran Homes at DJ Jacobetti	\$ 1,544,483.25	\$ 194,022.52	\$ 94,462.53	\$ 1,644,043.24
Michigan Veteran Homes at Grand Rapids	1,093,801.76	348,333.21	100,353.30	1,341,781.67
Michigan Veteran Homes at Chesterfield Township	67,257.03	98,023.70	68,013.07	97,267.66
Michigan Veteran Homes	10,460.29	3,968.29	6,746.39	7,682.19
<b>Total</b>	<b>\$ 2,716,002.33</b>	<b>\$ 644,347.72</b>	<b>\$ 269,575.29</b>	<b>\$ 3,090,774.76</b>



# **Michigan Veterans Facility Authority Board of Directors Meetings Proposed Meetings in 2025**

**January 21, 2025, 10:00 am**

February – No Meeting

**March 18, 2025, 10:00 am**

April – No Meeting

**May 20, 2025, 10:00 am**

June – No Meeting

**July 15, 2025, 10:00 am**

August – No Meeting

**September 16, 2025, 10:00 am**

October – No Meeting

**November 18, 2025, 10:00 am**

December– No Meeting

**MICHIGAN VETERAN HOMES AT CHESTERFIELD TOWNSHIP**

*August 2024 Monthly Census Report*

Facility Census Data				
	Facility Census on Last Day of:		% of EOM Census	End of Month
	Current Month	Last Month	Current Month	Average YTD
<b>TOTAL CENSUS</b>	<b>123</b>	<b>120</b>	<i>n/a</i>	<b>121</b>
<b>By Care Setting</b>				
<i>Skilled Nursing</i>	<b>123</b>	<b>120</b>	<b>100.0%</b>	<b>121</b>
<i>Domiciliary</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
<b>By War Era of Service</b>				
<i>WWII</i>	<b>3</b>	<b>3</b>	<b>2.4%</b>	<b>4</b>
<i>KC</i>	<b>11</b>	<b>11</b>	<b>8.9%</b>	<b>13</b>
<i>VNE</i>	<b>87</b>	<b>85</b>	<b>70.7%</b>	<b>83</b>
<i>Cold War</i>	<b>12</b>	<b>11</b>	<b>9.8%</b>	<b>12</b>
<i>GWE</i>	<b>5</b>	<b>5</b>	<b>4.1%</b>	<b>4</b>
<i>Other</i>	<b>0</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>
<i>Dependent</i>	<b>5</b>	<b>5</b>	<b>4.1%</b>	<b>6</b>
<b>By Age</b>				
<i>Under 60</i>	<b>5</b>	<b>5</b>	<b>4.1%</b>	<b>4</b>
<i>60 - 79</i>	<b>77</b>	<b>75</b>	<b>62.6%</b>	<b>77</b>
<i>80+</i>	<b>41</b>	<b>40</b>	<b>33.3%</b>	<b>40</b>
<b>By Gender</b>				
<i>Male</i>	<b>114</b>	<b>111</b>	<b>92.7%</b>	<b>111</b>
<i>Female</i>	<b>9</b>	<b>9</b>	<b>7.3%</b>	<b>10</b>

Admissions, Deaths, Discharges During Month			
	Current Month	Total YTD	Monthly Avg YTD
<b>Admissions</b>	<b>5</b>	<b>40</b>	<b>3.5</b>
<b>Deaths</b>	<b>2</b>	<b>28</b>	<b>2.3</b>
<b>Forced Discharges</b> <i>(see memo)</i>	<b>0</b>	<b>0</b>	<b>0.0</b>
<b>Other Discharges</b>	<b>0</b>	<b>6</b>	<b>0.5</b>

Resident Assessment & Admissions Application Processing		
	Current Month	Total YTD
<b>Financial Reassessments Performed</b>	<b>4</b>	<b>130</b>
<b>Admission Applications Processed</b>	<b>1</b>	<b>114</b>
<b>Admission Applications Approved</b>	<b>4</b>	<b>52</b>
<i>Approved Applicants Admitted</i>	<b>5</b>	<b>43</b>
<i>Approved Applicants on Waitlist or Not Yet Ready for Admission</i>	<b>19</b>	<b>213</b>
<b>Admissions Applications Denied</b>	<b>0</b>	<b>5</b>

Occupancy & Waitlist Rates					
	Avail. Beds	Waitlist	EOM Occupied	EOM % - Current	EOM % - Previous
<b>Skilled Nursing</b>	<b>128</b>	<b>19</b>	<b>123</b>	<b>96.1%</b>	<b>93.8%</b>
<b>Domiciliary Care</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>

**MICHIGAN VETERAN HOMES AT CHESTERFIELD TOWNSHIP**  
*August 2024 Monthly Census Report*

Detailed Census Data - By Care Setting				
Skilled Nursing Census	Total Census	%	Average I & A	
70-100% or Adjudicated	77	62.6%	(of total SN census)	n/a
Veteran (not 70-100 SCD)	41	33.3%	(of total SN census)	\$2,949.27
Dependent	5	4.1%	(of total SN census)	\$2,180.60
<b>TOTAL Skilled Nursing Census</b>	<b>123</b>	<b>100.0%</b>	(of TOTAL census)	n/a
Domiciliary Census	Total Census	%	Average I & A	
Veteran	n/a	n/a	(of total Dom census)	n/a
Dependent	n/a	n/a	(of total Dom census)	n/a
<b>Total Domiciliary Census</b>	<b>n/a</b>	<b>n/a</b>	(of TOTAL census)	n/a

Detailed Census Data - Age & Gender			
Census by Age & Gender	Male	Female	Total
Under 60	4	1	5
60-79	75	2	77
80+	35	6	41
<b>TOTAL</b>	<b>114</b>	<b>9</b>	<b>123</b>
% of Census	Male	Female	Total
Under 60	80.0%	20.0%	4.1%
60-79	97.4%	2.6%	62.6%
80+	85.4%	14.6%	33.3%
<b>TOTAL</b>	<b>92.7%</b>	<b>7.3%</b>	<b>n/a</b>

Detailed Census Data - Era of Service & Gender			
Census by EOS & Gender	Male	Female	Total
WWII	2	1	3
KC	10	1	11
VNE	86	1	87
Cold War	11	1	12
Gulf War Era	5	0	5
Other	0	0	0
Dependent	0	5	5
<b>TOTAL</b>	<b>114</b>	<b>9</b>	<b>123</b>
% of Census	Male	Female	Total
WWII	66.7%	33.3%	2.4%
KC	90.9%	9.1%	8.9%
VNE	98.9%	1.1%	70.7%
Cold War	91.7%	8.3%	9.8%
Gulf War	100.0%	0.0%	4.1%
Other			0.0%
Dependent	0.0%	100.0%	4.1%
<b>TOTAL</b>	<b>92.7%</b>	<b>7.3%</b>	<b>n/a</b>

**Michigan Veteran Homes DJ Jacobetti**  
*August 2024 Monthly Census Report*

Facility Census Data				
	Facility Census on Last Day of:		% of EOM Census	End of Month
	Current Month	Last Month	Current Month	Average YTD
<b>TOTAL CENSUS</b>	<b>106</b>	<b>104</b>	<i>n/a</i>	<b>104</b>
<b>By Care Setting</b>				
<i>Skilled Nursing</i>	<b>104</b>	<b>102</b>	<b>98.1%</b>	<b>102</b>
<i>Domiciliary</i>	<b>2</b>	<b>2</b>	<b>1.9%</b>	<b>2</b>
<b>By War Era of Service</b>				
<i>WWII</i>	<b>5</b>	<b>5</b>	<b>4.7%</b>	<b>4</b>
<i>KC</i>	<b>11</b>	<b>9</b>	<b>10.4%</b>	<b>11</b>
<i>VNE</i>	<b>71</b>	<b>71</b>	<b>67.0%</b>	<b>71</b>
<i>Cold War</i>	<b>14</b>	<b>14</b>	<b>13.2%</b>	<b>12</b>
<i>GWE</i>	<b>1</b>	<b>1</b>	<b>0.9%</b>	<b>1</b>
<i>Other</i>	<b>0</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>
<i>Dependent</i>	<b>4</b>	<b>4</b>	<b>3.8%</b>	<b>4</b>
<b>By Age</b>				
<i>Under 60</i>	<b>2</b>	<b>2</b>	<b>1.9%</b>	<b>1</b>
<i>60 - 79</i>	<b>50</b>	<b>52</b>	<b>47.2%</b>	<b>51</b>
<i>80+</i>	<b>54</b>	<b>50</b>	<b>50.9%</b>	<b>51</b>
<b>By Gender</b>				
<i>Male</i>	<b>100</b>	<b>98</b>	<b>94.3%</b>	<b>97</b>
<i>Female</i>	<b>6</b>	<b>6</b>	<b>5.7%</b>	<b>6</b>

Admissions, Deaths, Discharges During Month			
	Current Month	Total YTD	Monthly Avg YTD
<b>Admissions</b>	<b>4</b>	<b>41</b>	<b>3.6</b>
<b>Deaths</b>	<b>2</b>	<b>34</b>	<b>3.1</b>
<b>Forced Discharges</b> <i>(see memo)</i>	<b>0</b>	<b>0</b>	<b>0.0</b>
<b>Other Discharges</b>	<b>0</b>	<b>11</b>	<b>1.0</b>

Resident Assessment & Admissions Application Processing		
	Current Month	Total YTD
<b>Financial Reassessments Performed</b>	<b>10</b>	<b>172</b>
<b>Admission Applications Processed</b>	<b>8</b>	<b>81</b>
<b>Admission Applications Approved</b>	<b>4</b>	<b>56</b>
<i>Approved Applicants Admitted</i>	<b>4</b>	<b>41</b>
<i>Approved Applicants on Waitlist or Not Yet Ready for Admission</i>	<b>87</b>	<b>973</b>
<b>Admissions Applications Denied</b>	<b>0</b>	<b>5</b>

Occupancy & Waitlist Rates					
	Avail. Beds	Waitlist	EOM Occupied	EOM % - Current	EOM % - Previous
<b>Skilled Nursing</b>	<b>126</b>	<b>87</b>	<b>104</b>	<b>82.5%</b>	<b>81.0%</b>
<b>Domiciliary Care</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>66.7%</b>	<b>66.7%</b>

Michigan Veteran Homes DJ Jacobetti  
August 2024 Monthly Census Report

Detailed Census Data - By Care Setting				
Skilled Nursing Census	Total Census	%	Average I & A	
70-100% or Adjudicated	42	40.4%	(of total SN census)	n/a
Veteran (not 70-100 SCD)	58	55.8%	(of total SN census)	\$4,063.67
Dependent	4	3.8%	(of total SN census)	\$2,169.11
<b>TOTAL Skilled Nursing Census</b>	<b>104</b>	<b>98.1%</b>	(of TOTAL census)	n/a
Domiciliary Census	Total Census	%	Average I & A	
Veteran	2	100.0%	(of total Dom census)	\$1,531.50
Dependent	0		(of total Dom census)	\$0.00
<b>Total Domiciliary Census</b>	<b>2</b>	<b>1.9%</b>	(of TOTAL census)	n/a

Detailed Census Data - Age & Gender			
Census by Age & Gender	Male	Female	Total
Under 60	2	0	2
60-79	46	4	50
80+	52	2	54
<b>TOTAL</b>	<b>100</b>	<b>6</b>	<b>106</b>
% of Census	Male	Female	Total
Under 60	100.0%	0.0%	1.9%
60-79	92.0%	8.0%	47.2%
80+	96.3%	3.7%	50.9%
<b>TOTAL</b>	<b>94.3%</b>	<b>5.7%</b>	n/a

Detailed Census Data - Era of Service & Gender			
Census by EOS & Gender	Male	Female	Total
WWII	5	0	5
KC	11	0	11
VNE	70	1	71
Cold War	13	1	14
Gulf War Era	1	0	1
Other	0	0	0
Dependent	0	4	4
<b>TOTAL</b>	<b>100</b>	<b>6</b>	<b>106</b>
% of Census	Male	Female	Total
WWII	100.0%	0.0%	4.7%
KC	100.0%	0.0%	10.4%
VNE	98.6%	1.4%	67.0%
Cold War	92.9%	7.1%	13.2%
Gulf War	100.0%	0.0%	0.9%
Other			0.0%
Dependent	0.0%	100.0%	3.8%
<b>TOTAL</b>	<b>94.3%</b>	<b>5.7%</b>	n/a

**Michigan Veteran Homes at Grand Rapids**

*August 2024 Monthly Census Report*

Facility Census Data				
	Facility Census on Last Day of:		% of EOM Census	End of Month
	Current Month	Last Month	Current Month	Average YTD
<b>TOTAL CENSUS</b>	121	123	n/a	122
<b>By Care Setting</b>				
Skilled Nursing	121	123	100.0%	122
Domiciliary	n/a	n/a	n/a	n/a
<b>By War Era of Service</b>				
WWII	1	1	0.8%	1
KC	8	7	6.6%	8
VNE	79	81	65.3%	79
Cold War	20	20	16.5%	21
GWE	10	10	8.3%	8
Other	0	0	0.0%	0
Dependent	3	4	2.5%	5
<b>By Age</b>				
Under 60	6	6	5.0%	5
60 - 79	79	81	65.3%	81
80+	36	36	29.8%	36
<b>By Gender</b>				
Male	112	113	92.6%	111
Female	9	10	7.4%	10

Admissions, Deaths, Discharges During Month			
	Current Month	Total YTD	Monthly Avg YTD
Admissions	2	28	2.4
Deaths	4	31	2.5
Forced Discharges (see memo)	0	0	0.0
Other Discharges	0	2	0.2

Resident Assessment & Admissions Application Processing		
	Current Month	Total YTD
Financial Reassessments Performed	14	348
Admission Applications Processed	8	87
Admission Applications Approved	8	86
Approved Applicants Admitted	2	28
Approved Applicants on Waitlist or Not Yet Ready for Admission	178	1804
Admissions Applications Denied	0	9

Occupancy & Waitlist Rates					
	Avail. Beds	Waitlist	EOM Occupied	EOM % - Current	EOM % - Previous
Skilled Nursing	128	178	121	94.5%	96.1%
Domiciliary Care	n/a	n/a	n/a	n/a	n/a



**Michigan Veteran Homes at Grand Rapids**  
**August 2024 Monthly Census Report**

Detailed Census Data - By Care Setting				
Skilled Nursing Census	Total Census	%	Average I & A	
70-100% or Adjudicated	53	43.8%	(of total SN census)	n/a
Veteran (not 70-100 SCD)	65	53.7%	(of total SN census)	\$2,475.95
Dependent	3	2.5%	(of total SN census)	\$1,986.00
<b>TOTAL Skilled Nursing Census</b>	<b>121</b>	<b>100.0%</b>	(of TOTAL census)	n/a
Domiciliary Census	Total Census	%	Average I & A	
Veteran	n/a	n/a	(of total Dom census)	n/a
Dependent	n/a	n/a	(of total Dom census)	n/a
<b>Total Domiciliary Census</b>	<b>n/a</b>	<b>n/a</b>	(of TOTAL census)	n/a

Detailed Census Data - Age & Gender			
Census by Age & Gender	Male	Female	Total
Under 60	5	1	6
60-79	75	4	79
80+	32	4	36
<b>TOTAL</b>	<b>112</b>	<b>9</b>	<b>121</b>
% of Census	Male	Female	Total
Under 60	83.3%	16.7%	5.0%
60-79	94.9%	5.1%	65.3%
80+	88.9%	11.1%	29.8%
<b>TOTAL</b>	<b>92.6%</b>	<b>7.4%</b>	<b>n/a</b>

Detailed Census Data - Era of Service & Gender			
Census by EOS & Gender	Male	Female	Total
WWII	1	0	1
KC	8	0	8
VNE	75	4	79
Cold War	20	0	20
Gulf War Era	8	2	10
Other	0	0	0
Dependent	0	3	3
<b>TOTAL</b>	<b>112</b>	<b>9</b>	<b>121</b>
% of Census	Male	Female	Total
WWII	100.0%	0.0%	0.8%
KC	100.0%	0.0%	6.6%
VNE	94.9%	5.1%	65.3%
Cold War	100.0%	0.0%	16.5%
Gulf War	80.0%	20.0%	8.3%
Other			0.0%
Dependent	0.0%	100.0%	2.5%
<b>TOTAL</b>	<b>92.6%</b>	<b>7.4%</b>	<b>n/a</b>



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
**MICHIGAN VETERAN HOMES**  
LANSING

ANNE ZERBE  
EXECUTIVE DIRECTOR

August 27, 2024

The Honorable Gretchen Whitmer  
Governor of Michigan  
P.O. Box 30013  
Lansing Michigan

Dear Governor Whitmer,

SUBJECT: PA 166 of 2022 – FY24 Monthly Reporting

Attached please find the July report from the Michigan Veteran Homes at Chesterfield Township, the Michigan Veteran Homes D.J. Jacobetti, and the Michigan Veteran Homes at Grand Rapids, pursuant to Public Act 166 of 2022, SEC.456 (1).

If you have any questions regarding this report, please contact Beth Simonton-Kramer at 616.498.5357.

Sincerely,

Anne Zerbe  
Executive Director, MVH

Attachment

cc: Senate Committee on Veterans and Emergency Services  
Senate Appropriations Subcommittee on Military, Veterans, State Police  
House Committee on Military, Veterans and Homeland Security  
House Appropriations Subcommittee on Military and Veterans and State Police  
State Budget Office  
House Fiscal Agency  
Michigan Veterans Facility Authority  
Major General Paul D. Rogers, DMVA Director

## MVH Legislative Reporting Abuse & Neglect Report

Month & Year: July 2024

**PA 166 of 2022, Sec. 456 (1).**

All complaints of abusive or neglectful care at the Grand Rapids, D.J. Jacobetti, and Chesterfield Township homes for veterans by a resident member, a resident member's family or legal guardian, or staff of the veterans' homes received by a supervisor shall be referred to the director of nursing or his or her designee upon receipt of the complaint. The director of nursing or his or her designee shall report on **not less than a monthly basis**, except that the board of managers or the Michigan veterans' facility authority may specify a more frequent reporting period to the home administrator, board of managers, Michigan veterans' facility authority, agency, subcommittees, senate and house fiscal agencies, and state budget office the following information: (a) A description of the process by which resident members and others may file complaints of alleged abuse or neglect at the Grand Rapids, D.J. Jacobetti, and Chesterfield Township homes for veterans. (b) Summary statistics on the number and general nature of complaints of abuse or neglect. (c) Summary statistics on the final disposition of complaints of abuse or neglect received.

**Statement describing the process by which resident members and others may file complaints of alleged abuse at the Homes**

Staff must report any incident or suspicion of abuse, neglect, or misappropriation of property to the Administrator immediately. If the Administrator is unavailable, the report should be made to the Director of Nursing.

Any member, family member, or any other person may file a complaint with the facility's Administrator or with any other officials in accordance with State law. This includes reporting to the State survey and certification agency concerning any instance or suspicion of member abuse, neglect, involuntary seclusion, or misappropriation of a member's funds or property by any person.

Type of Report/Investigation	MVH at Chesterfield Twp		MVH DJ Jacobetti		MVH at Grand Rapids	
	Number Reported	Number Substantiated	Number Reported	Number Substantiated	Number Reported	Number Substantiated
Abuse	0		0		0	
Member-to-Member Altercation	1	1	0		0	
Injury - Unknown Origin	0		0		0	
Neglect	0		0		0	
Elopement	0		0		0	
Misappropriation	0		0		1	0
Mistreatment	0		0		0	
Exploitation	0		0		0	



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
**MICHIGAN VETERAN HOMES**  
LANSING

ANNE ZERBE  
EXECUTIVE DIRECTOR

September 16, 2024

The Honorable Gretchen Whitmer  
Governor of Michigan  
P.O. Box 30013  
Lansing Michigan

Dear Governor Whitmer,

SUBJECT: PA 166 of 2022 – FY24 Monthly Reporting

Attached please find the August 2024 report from the Michigan Veteran Homes at Chesterfield Township, the Michigan Veteran Homes D.J. Jacobetti, and the Michigan Veteran Homes at Grand Rapids, pursuant to Public Act 166 of 2022, SEC.456 (1).

If you have any questions regarding this report, please contact Beth Simonton-Kramer at 616.498.5357.

Sincerely,

Anne Zerbe  
Executive Director, MVH

Attachment

cc: Senate Committee on Veterans and Emergency Services  
Senate Appropriations Subcommittee on Military, Veterans, State Police  
House Committee on Military, Veterans and Homeland Security  
House Appropriations Subcommittee on Military and Veterans and State Police  
State Budget Office  
House Fiscal Agency  
Michigan Veterans Facility Authority  
Major General Paul D. Rogers, DMVA Director

## MVH Legislative Reporting Abuse & Neglect Report

Month & Year: \_\_\_\_\_

**PA 166 of 2022, Sec. 456 (1).**

All complaints of abusive or neglectful care at the Grand Rapids, D.J. Jacobetti, and Chesterfield Township homes for veterans by a resident member, a resident member's family or legal guardian, or staff of the veterans' homes received by a supervisor shall be referred to the director of nursing or his or her designee upon receipt of the complaint. The director of nursing or his or her designee shall report on **not less than a monthly basis**, except that the board of managers or the Michigan veterans' facility authority may specify a more frequent reporting period to the home administrator, board of managers, Michigan veterans' facility authority, agency, subcommittees, senate and house fiscal agencies, and state budget office the following information: (a) A description of the process by which resident members and others may file complaints of alleged abuse or neglect at the Grand Rapids, D.J. Jacobetti, and Chesterfield Township homes for veterans. (b) Summary statistics on the number and general nature of complaints of abuse or neglect. (c) Summary statistics on the final disposition of complaints of abuse or neglect received.

**Statement describing the process by which resident members and others may file complaints of alleged abuse at the Homes**

Staff must report any incident or suspicion of abuse, neglect, or misappropriation of property to the Administrator immediately. If the Administrator is unavailable, the report should be made to the Director of Nursing.

Any member, family member, or any other person may file a complaint with the facility's Administrator or with any other officials in accordance with State law. This includes reporting to the State survey and certification agency concerning any instance or suspicion of member abuse, neglect, involuntary seclusion, or misappropriation of a member's funds or property by any person.

Type of Report/Investigation	MVH at Chesterfield Twp		MVH DJ Jacobetti		MVH at Grand Rapids	
	Number Reported	Number Substantiated	Number Reported	Number Substantiated	Number Reported	Number Substantiated
Abuse						
Member-to-Member Altercation						
Injury - Unknown Origin						
Neglect						
Elopement						
Misappropriation						
Mistreatment						
Exploitation						



**DEPARTMENT OF VETERANS AFFAIRS**  
**Veterans Health Administration**  
**Washington, DC 20420**

September 9, 2024

Jennifer Manning  
Administrator  
Michigan Veteran Homes at Chesterfield Township  
47901 Sugarbush Road  
Chesterfield Township, MI 48047

Subject: Michigan Veteran Homes at Chesterfield Township Onsite 2024 VA Annual Survey, August 20 – 22, 2024

Dear Ms. Manning:

The Department of Veterans Affairs (VA) survey team conducted the 2024 VA Annual Survey of the Michigan Veteran Homes at Chesterfield Township from August 20 – 22, 2024. Enclosed is the State Home Survey Report.

The survey report identifies standards that are not in compliance with VA regulations and must be corrected in a timely manner. I have determined that the State Veteran Home (SVH) does not meet the following regulations:

§ 51.110(e)(3)                      Comprehensive care plans

The Michigan Veteran Homes at Chesterfield Township is not in compliance with VA regulations. Please provide Cicely Robinson, your designated National SVH Program Manager, with an electronic Corrective Action Plan (CAP) for each cited deficiency no later than 20 workdays after receipt of this letter. The National Program Manager will review the submitted CAP and make a recommendation to determine if actions to be taken will bring these deficiencies into compliance with VA regulations and if the timeframes are reasonable. The approved CAP will be the basis for evaluating the status of deficiencies based on reasonable timeframes reported in your plan and the compliance with VA regulations.

Based on the criteria outlined in the Office of Geriatric and Extended Care (GEC) Escalation Plan Standard Operating Procedure (SOP), the Michigan Veteran Homes at Chesterfield Township is in Group 1. In accordance with GEC's CAP SOP, Provisional Certification will be granted once the CAP is accepted.

GEC's Informal Dispute Resolution SOP offers SVHs an opportunity to informally resolve differences related to a VA legal survey report. Please refer to this SOP for purpose, authority, and procedures. Federal Regulations address appeals of matters not addressed in section 51.30 to be governed by 38 C.F.R. § 20.

Page 2.

Jennifer Manning

If you have any questions, please contact Cicely Robinson, National SVH Program Manager for Quality and Oversight, who coordinates survey processes for Pod 1, at [Cicely.Robinson@va.gov](mailto:Cicely.Robinson@va.gov) or 608-867-9422.

Thank you for your continued service to our nation's Veterans.

Sincerely,

Scotte R. Hartronft, M.D., M.B.A., FACP, FACHE  
Executive Director  
Office of Geriatrics & Extended Care

cc: Laura Ruzick  
Network Director, VA Healthcare system Serving Ohio, Indiana, and Michigan

Chris Cauley  
Medical Center Director, VA Detroit Health Care

Dr. Marcos Montagnini  
SVH VISN Liaison, VA Healthcare system Serving Ohio, Indiana, and Michigan

Enclosure

## Department of Veterans Affairs State Veterans Home Survey Report

This survey report and the information contained herein, resulted from the State Veterans Home (SVH) Survey as a Summary Statement of Deficiencies. (Each Deficiency Must be Preceded by Full Regulatory or applicable Life Safety Code Identifying Information.) Title 38 Code of Federal Regulations Part 51 is applied for SVHs applicable by level of care.

### General Information:

**Facility Name:** Michigan Veteran Homes at Chesterfield Township

**Location:** 47901 Sugarbush Road, Chesterfield Township, MI 48047

**Onsite / Virtual:** Onsite

**Dates of Survey:** 8/20/24 – 8/22/24

**NH / DOM / ADHC:** NH

**Survey Class:** Annual

**Total Available Beds:** 128

**Census on First Day of Survey:** 117

**Surveyed By:** Wylona Coleman, RN; Marilyn Klotz, RN; Robin Windhausen, RD; Natasha Cheatham, Generalist; David Walker (LSC); Cicely Robinson, VACO.

VA Regulation Deficiency	Findings
	<p>Initial Comments:</p> <p>A VA Annual Survey was conducted from August 20, 2024 through August 22, 2024 at the Michigan Veteran Homes at Chesterfield Township. The survey revealed the facility was not in compliance with Title 38 CFR Part 51 Federal Requirements for State Veterans Homes.</p>
<p><b>§ 51.110 (e) (3) Comprehensive care plans.</b> The services provided or arranged by the facility must— (i) Meet professional standards of quality; and (ii) Be provided by qualified persons in accordance with each resident's written plan of care.</p> <p><b>Rating – Not Met</b> <b>Scope and Severity – D</b> <b>Residents Affected – Few</b></p>	<p>Based on observation, interview, record review, and policy review, the facility failed to provide services in accordance with professional standards of quality for two (2) of 28 sampled residents (Resident #26 and Resident #27) reviewed for medication administration practices.</p> <p>The findings include:</p> <p>1. A review of the policy and procedure titled, "Clinical Services &amp; [and] Quality of Care Medication Administration," dated 3/20/24, revealed: "Medications are administered by licensed nurses or other staff who are legally authorized to do so in this state, as ordered by the provider and in accordance with professional standards of practice...25. Members have the right to refuse medication regardless of cognition status. If a member refuses, even after a reapproach, notify the provider of the refused medication.</p>



## Department of Veterans Affairs State Veterans Home Survey Report

	<p>A review of the "Profile" for Resident #26 revealed the facility admitted the resident on 2/6/24.</p> <p>A review of Resident #26's Minimum Data Set (MDS), dated 5/14/24, revealed the resident had the following diagnoses: Venous Insufficiency, Hypertension, Neurogenic Bladder, Diabetes Mellitus, and Hyperlipidemia. Continued review of the MDS revealed a Brief Interview for Mental Status (BIMS) score of 15, which indicated the resident was cognitively intact and able to be interviewed.</p> <p>A review of the Medication Administration Record (MAR) for Resident #26, dated 8/1/24 through 8/31/24, revealed a prescribed provider order which read: "Colace oral capsule 100 milligrams (MG) (Docusate Sodium) Give [one] (1) capsule by mouth every 12 hours for diagnosis (DX) constipation and hold for loose stools. Notify provider if more than [two] 2 loose stools out per day." The start date was noted to be: "8/14/24 at 1900 [7:00 p.m.]." Continued review of the provider order revealed the resident had refused to take the medication on 8/15/24, at 7:30 a.m., and 7:00 p.m.; 8/16/24, at 7:30 a.m., and 7:00 p.m.; 8/17/24, at 7:30 a.m., and 7:00 p.m.; 8/18/24, at 7:30 a.m., and 7:00 p.m.; 8/19/24, at 7:30 a.m., and 7:00 p.m.; and 8/20/24, at 7:30 a.m., and 7:00 p.m.</p> <p>An interview, on 8/21/24, at 8:40 a.m., during a medication pass with Licensed Practical Nurse (LPN) C, revealed Resident #26 had always refused to take his/her prescribed Colace (stool softener).</p> <p>Observation of Resident #26, on 8/21/24, at 8:45 a.m., revealed the resident was alert, oriented, and lying in his/her bed with the head of the bed elevated approximately 45 degrees.</p> <p>An interview with Resident #26, on 8/21/24, at 8:46 a.m., revealed he/she had refused to take the Colace and did not like when the staff tried to "slip it in on him/her."</p> <p>Continued review of the Electronic Medical Record revealed the nursing staff had not notified Resident #26's provider of their refusals of the Colace medication.</p> <p>An interview with the Director of Nurses (DON), on 8/21/24, at 1:00 p.m., revealed the nurses routinely communicated with the medical provider via a "Tiger Text," which was an encrypted texting platform. He/she revealed the Tiger Text was only retrievable for approximately seven (7) days, and the DON agreed nursing staff should have documented the medication refusals in the Progress Notes per the facility policy.</p>
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## Department of Veterans Affairs State Veterans Home Survey Report

	<p>An interview with Registered Nurse (RN) B, on 8/21/24, at 1:15 p.m., revealed that anytime a resident refused a medication, the physician should be notified, because all the medications ordered were important. He/she stated the nurses should have made a note in the Progress Notes regarding a resident's refusal of medication, and a note that the provider had been notified.</p> <p>2. Review of a facility policy and procedure titled, "Subcutaneous Injections," with a revised date of March 2011, revealed: "9. Spread skin tightly across injection site or pinch skin with non-dominant hand."</p> <p>A review of the "Profile" for Resident #27 revealed the facility had admitted the resident on 1/17/23.</p> <p>A review of the Quarterly MDS, dated 7/3/24, revealed the resident had the following diagnoses: Hypertension, Renal Insufficiency, Diabetes Mellitus, Hyperlipidemia, Cerebrovascular Accident, Hemiplegia, Obstructive Sleep Apnea, and Glaucoma. Continued review of the MDS revealed a BIMS of 15, which indicated the resident was cognitively intact and interviewable.</p> <p>An observation of a medication pass for Resident # 27, on 8/20/24, at 11:00 a.m., with LPN A revealed the nurse administered Novolog Insulin Aspart 33 units subcutaneously into the right, lower quadrant of the resident's abdomen. Upon injection, the nurse was not observed to spread the resident's skin tightly across the injection site, or pinch the skin with his/her dominant hand.</p> <p>An interview with the DON, on 8/21/24, at 1:00 p.m., revealed staff should have pinched the resident's skin prior to performing the subcutaneous injection.</p> <p>An interview with RN B, on 8/21/24, at 1:15 p.m., revealed the skin should have been pinched up prior to administering a subcutaneous injection, especially with the elderly population.</p>
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