



MICHIGAN VETERAN HOMES

MVFA Board Meeting Agenda

July 23, 2024

MVHDJJ 425 Fisher St., Marquette, MI 49855

Agenda Item		Time	Action	Presenter
1.	Pledge of Allegiance	10:00 am	-	David Henry
2.	Attendance Roll Call	10:00 am	-	David Henry
3.	Adoption of Agenda for July 23, 2024	10:00 am	Action	David Henry
4.	Public Comment (limit to 3 minutes)	10:05 am	-	David Henry
5.	Approval of Proposed Minutes from May 21, 2024	10:10 am	Action	David Henry
6.	Executive Director's Report 6.1 Update on the Replacement Facility for MVH D.J. Jacobetti 6.2 Update on Status of Board Appointments (1) 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.	Committee Updates 7.1 Executive Committee 7.1.1 OAG Audit Update 7.2 Budget and Financial Oversight Committee 7.3 Quality and Compliance Committee 7.4 Advocacy and Outreach Committee	11:00 am		David Henry Ken Robbins MaryAnne Shannon Barry Walter
8.	New Business 8.1 CEO Evaluation	12:00 pm		David Henry Beth Simonton-Kramer
9.	Public Comments (limit to 3 minutes)	12:15 pm	-	David Henry
10.	Board Comments	12:30 pm	-	David Henry
11.	Closed Session	12:45 pm	-	David Henry
12.	Adjournment	1:00 pm	Action	David Henry



MICHIGAN VETERANS' FACILITY AUTHORITY
BOARD OF DIRECTORS MEETING

May 21, 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 Home at Grand Rapids, 2950 Monroe Ave NE, Grand Rapids, MI 49505.

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, Leon Bauer (present at 10:05 am), Ken Robbins, MaryAnne Shannon, Barry Walter (present at 10:05 am), Shawn Turner

Excused Absence: David Rutledge

Michigan Veteran Homes (MVH) Executive Leadership Team: Anne Zerbe, Steve Rolston, Beth Simonton-Kramer, Ryan Engle, AAG Jason Geissler, AAG Intern, Lynne Myszak, Carly MacDonald, Tiffany Carr, Jodi Visser.

Virtual Guests: Jennifer Manning, Christopher Lajoie, Ronald Oja, Joshua Davis, Niquette Wheeler, Mohamad Hassan, Cary Lincoln, Heather Engel, Jacquelyn Grunn, Melissa Velie, Mark Wolf, Sean Depuydt, Erica Bobrowski, Ashley Rawlings, Michael Kroll, Sara Brys, Courtney Tweedale, et al.

3. Adoption of Agenda

Robbins, seconded by Shannon, motioned to accept the meeting agenda dated May 21, 2024, as amended. The motion passed 7-0.

4. Public Comment

Niki Wheeler expressed her thanks to all three homes and all staff that work there.

5. Approval of Proposed Minutes

Slagle, seconded by Robbins, motioned to adopt the minutes from the March 19, 2024, meeting. The motion passed 7-0.

6. Executive Director's Report

- **Anne Zerbe, CEO/ED**

- Anne Zerbe provided an update on the homes. Funding has been requested for demolition of old buildings at MVHGR. Update on MVHDJJ. Mike Hassan will provide the construction updates. Finalizing land acquisition. Anticipating starting construction next year.
- Board appointment update—welcome to new member Shawn Turner.
- Ryan Engle reported on board appointments. There is one remaining vacancy on the board.

Update on MVH at Chesterfield Township – Jennifer Manning, Administrator

- CMS survey was conducted with zero citations. Census is maintaining in the 120's and there is currently 1.5 – 2 year waiting list. The home celebrated its three-year anniversary.

Update on MVHDJJ – Ron Oja, Administrator

- CMS survey zero health concerns, one for lack of mental health sharing agreement, and six life safety concerns. Current census is 105 members.

Update on MVHGR – Carly MacDonald, Administrator

- CMS survey had zero life safety, three areas of concerns include nutrition, falls, and care planning. The home received one citation for the lack of a pharmacy sharing agreement which has been resolved. Current census 120. In April, areas of concern included life safety (two egress doors and one space heater plugged into an extension cord) and the completion of staff education.
- Niki Wheeler discussed that the homes are ranked in the top 30 in the state out of about 425 homes. MVHGR ranked 11th, MVHCT 24th, and MVHDJJ 26th. Grand Rapids is No.1 in Kent County, Marquette is No.1 in Marquette County, and Chesterfield is No.2 in Macomb County.

7. Update of Operations - Steve Rolston, Chief Operations Officer

- All of the facilities are five-star rated. Staffing remains strong.
- NASVH Summer Conference August 12-16.
- Ryan Engle discussed promotional videos for recruitment.
- Mock Survey discussion and effectiveness.
- Employee communication-QR codes virtual comment box, town halls with MVH Leadership, satisfaction survey. The board would like to see the satisfaction survey results.
- Construction updates-MVHGR construction for laundry, pharmacy, and business office operations together. There is still construction needed for the storm damage that happened last year. MVHCT-maintenance building. Booster pump is ready to be installed for in-house laundry.

- Congratulations to Christopher LaJoie who was selected for the American Healthcare Association Future Leaders Program. This is a great opportunity and an honor as only person is selected from each state.

8. Executive Committee

- **David Henry**
- New Committee Structure. Bylaws provide the Board has the authority to establish and discontinue committees as necessary. The Board will establish a Clinical Quality and Regulatory Compliance committee and appoint Shannon (chair) and Bauer to serve on it. The Advocacy Committee will be combined with the Outreach Committee due to their similar/interrelated functions. Walter to chair; Rutledge and Turner to serve.

Henry, seconded by Slagle, motioned to recognize the committees as presented. The motion passed by a roll call vote of 7-0.

- Audit – The Performance Audit is ongoing; Board members may be contacted.

9. Budget and Finance

- **Ken Robbines**
- FY24 –\$8.3 million deficit.
- Once homes are well established, start comparing homes expenses (with each other, with national benchmarks).
- FY25 budget right-aligns the budge with the ongoing needs.
- Discussion of how the MVFA can tell its story, for outreach and fund-raising purposes.

10. Governance

- **No report.**

11. Outreach

- **Barry Walter**
- Barry discussed a recent conference. Appreciated Ryan and Tiffany's appearances at vet-centric events.
- Discussion of VSO attendance at MVFA meetings.
- Discussion about the 5k at Chesterfield and how it was a great event. Great volunteer involvement.

12. Appeals Board

- David Henry states a recommendation for appointment to the Appeals Board will come through the Executive Committee.

13. Public Comment

- Ryan Engle states that the MVFA Governance Committee moved the legislative lunch and learn in Lansing to January 2025. Thank You to Senator Huizenga who hosted a

bingo for the members, and to Representative Hood who hosted a coffee hour with the members. Governor Whitmer has proclaimed June 2-5 as State Veterans Home Recognition Week. The first brick was laid at Grand Rapids on June 3, 1886. We celebrate 140 years of care for our veterans.

- Tiffany Carr discussed the flag placement that is tomorrow at MVHGR. Over 5000 plus graves. Discussion on needing a historian to tell our history.

14. Board Comment

- Barry Walter stated this was very good meeting and has a suggestion for committee name: Advancement and Outreach.
- MaryAnne Shannon expressed gratitude for the data regarding the age breakdown of our census. She would still like to see an average cost per member calculated in the future once key qualifiers are identified.
- Leon Bauer commented as to the number of celebratory days for the homes in the month of June. Although valuable to acknowledge with activities, he noted this can make it expensive and time-consuming for administration and the flow of regularly scheduled activities at homes that month.
- Brad Slagle states congratulations to Chris Lajoie and wonderful having a zero-citation survey at MVHCT.
- Shawn Turner stated he was happy to be here and taking it all in.
- David Henry stated he was happy for team; we have the right people. Thanks to the staff, the heart and soul taking care of our heroes.

At 12:00 Slagle, seconded by Shannon motioned to suspend the meeting and move into a closed session under Section 8d of the Open Meeting Act to discuss land acquisition. The motion was passed by a roll call vote of 7-0.

At 12:33 Robbins, seconded by Shannon motions to move into open session under Section 8d of the Open Meeting Act. The motion was passed by a roll call vote of 7-0.

15. Motion

The Board authorizes Anne Zerbe to pursue negotiations with Marquette Township area property owners for the purchase of land for the Jacobetti replacement facility. So moved by Robbins, seconded by Shannon. The motion was passed by a roll call vote of 7-0.

16. Adjournment

Slagle, seconded by Robbins, to adjourn. Motion passed 7-0.

At 12:35 pm the meeting was adjourned.

MaryAnne Shannon,
MVFA Board Secretary



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
MICHIGAN VETERAN HOMES
LANSING

ANNE ZERBE
EXECUTIVE DIRECTOR

July 11, 2024

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

Dear Governor Whitmer,

SUBJECT: PA 351 of 2020 – FY24 Third Quarter Reporting

Attached please find the quarterly 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 351 of 2020, MCL 36.112a.

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

Sincerely,

A handwritten signature in black ink that reads "Anne Zerbe".

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
Major General Paul D. Rogers, DMVA Director

Pursuant to Public Act 560 of 2016 (as amended by PA 351 of 2020), MCL 36.112a)

Sec. 9 (1) No later than January 1, April 1, July 1, and October 1 of each year, the Michigan Veteran Homes, its successor agency, or the department of military and veterans' affairs shall report in writing all the following information concerning any state veterans' facility to the governor, the senate and house committees on veterans' affairs, and the senate and house appropriations subcommittees for the department of military and veterans' affairs:

(a) Staffing levels and the extent to which staffing levels do or do not meet industry standards.

38 CFR Part 51.130(d) requires a minimum of 2.5 hours per-patient delivered (PPD). Actual total direct care PPD:

FY 24 Q3:

Michigan Veteran Homes at Chesterfield Township (MVHCT) – 7.78

Michigan Veteran Homes D.J. Jacobetti (MVHDJJ) – 4.75

Michigan Veteran Homes at Grand Rapids (MVHGR) – 6.91

(b) Number of patient complaints, average time to review a complaint and respond, and response to each complaint.

FY 24 Q3:

MVHCT - (14) Complaint forms submitted – all complaints resolved within policy required time allotment.

1. 4/1/24 **Problem:** Member is missing 4 sweatpants that went out in laundry. **Resolution:** Home to reimburse family for new sweatpants.
2. 4/18/24- **Problem:** Member was missing his hearing aids. **Resolution:** New hearing aids were ordered through the audiology clinic and delivered to member.
3. 4/21/24 **Problem:** Member's apple watch went missing following a shower. **Resolution:** Member's apple watch was found by staff and returned to member.
4. 4/25/24 **Problem:** Member reported his fanny pack went missing while out at an appointment. **Resolution:** Grievance was not confirmed. Member later reported he was not worried about finding his fanny pack.
5. 4/25/24 **Problem:** Member's Right hearing aid went missing. **Resolution:** Member received new hearing aids from the VA.
6. 5/17/24 **Problem:** Member returned from hospital and his cell phone is missing. **Resolution:** Phone was found in member's room.
7. 5/17/24 **Problem:** Member is unable to find his cellphone. **Resolution:** Member's cellphone was found in member's room.
8. 5/20/24 **Problem:** Member's was missing hearing aids. **Resolution:** DPOA reports member will not wear hearing aids and does not want them replaced.

9. 5/22/24 **Problem:** Member reports a hearing aid missing and the remaining hearing aid malfunctioning. **Resolution:** New hearing aids were ordered.
10. 5/28/24 **Problem:** Member's phone charger is missing. **Resolution:** DPOA replaced missing charger.
11. 5/30/24 **Problem:** Member reports the soup he ordered from Panera Bread was watered down. **Resolution:** Grievance was not confirmed. Soup was delivered in a sealed Panera bread bag and was not opened upon delivery.
12. 6/8/24 **Problem:** Member's denture is missing. **Resolution:** Denture was found and returned to member.
13. 6/9/24 **Problem:** Member reported his manual razor is missing. **Resolution:** Manual razor was found.
14. 6/14/24 **Problem:** Member's cell phone was missing when he returned from the hospital. **Resolution:** Member's cell phone and other belongings were found at the hospital and returned to member.

MVHDJJ - (2) Complaint forms submitted – all complaints resolved within policy required time allotment.

1. **Concern:** On 5/12/24 Member states can't find bag that contains his ID, business cards and remote
Facility Response: Room searched; Social work, Activities, DON and Unit Coordinator notified. Member found in his car trunk.
2. **Concern:** On 5/12/24 Member's spouse states he was missing his wedding ring.
Facility Response: Room searched; Social work, Activities, DON and Unit Coordinator notified. Ring not found, claim against the State declined

MVHGR – (24) Complaint forms submitted – all complaints resolved within policy required time allotment, with the exception of 5 concern forms, due to member on LOA or investigation/education timeframe took longer than 5 days.

April 2024

Complaint Forms Received:

1. **Missing Money:** Reported wallet was missing and there was \$50 in the wallet.
Resolution: RP doesn't believe that the money was stolen, considers it misplaced, didn't want police involvement – money was not located. Wallet was returned from laundry w/o money in it. Staff education completed on checking pockets prior to sending items to laundry.
2. **Concern:** Concern regarding medications upon admission - had to dispose of his meds and went without meds (including pain meds) for a large portion of 4/12/24. **Resolution:** Pharmacy and Admission staff educated on requesting and reviewing medication list prior to admission. RN provided education on PRN meds vs. scheduled meds. Adjustments made to med schedule.
3. **Concern:** Staff entering without knocking/permission, leaving his blinds open, and leaving his door wide open during care tasks. Stated, "you should add check your dignity at the door to your welcome letter." **Resolution:** Staff were re-educated on privacy

during cares. Reviewed member preference of not being disturbed between 8-9pm and 12am-6am.

4. **Concern:** Used call light to request breathing medication before 6am, didn't receive it until 7:25am. **Resolution:** Member confirmed he received nasal spray at 6am along with other medication. Medication regime was reviewed and updated. Self-medication administration evaluation completed for eye drops, nasal spray, and inhaler.
5. **Missing Money:** Reported he is missing \$1500. Note: \$1500 - reported amount. \$1250 - actual amount missing. **Resolution:** Money was not located in room and was not returned through laundry. Member does not believe the funds were stolen, indicating that he cannot file a police report into the missing funds. Considers the issue addressed at this time but not resolved.
6. **Concern:** Reported Bio Freeze was not available, and he had ongoing pain concerns. **Resolution:** Requested to be able to self-administer Bio Freeze to his ankles. Self-administration assessment was completed, and he was safe with administering Bio Freeze to his ankles.
7. **Missing Money:** Missing \$61, reported it was unlocked in his nightstand. **Resolution:** Money was located in his room.

May 2024

Complaint Forms Received:

1. **Concern:** Following deep clean of his room, his green, hand-woven, weighted blanket was noted with bleach spots. **Resolution:** He did not want the blanket replaced at this time. Wants housekeeping staff to receive education on being careful with member items during routine and deep cleans of the rooms so this does not happen to another member.
2. **Concern:** Wife/RP reported poor interaction with staff when inquiring about the status of a dental appt for her spouse. **Resolution:** Wife/RP was notified of next scheduled dental appointments. Education was given to staff member involved in the poor interaction. **Note:** Staff member was on vacation which is why it was not resolved within the rec. time frame.
3. **Missing – Reported:** Reported he is missing 6 Milky Way candy bars. Stated he didn't eat them, and they were not found in the room. **Resolution:** Milky Way candy bars were replaced.
4. **Missing – Reported:** Reported that he is missing money (\$137) from his drawer. **Resolution:** RP was notified of member's reports of missing money. RP does not believe that member lost any funds and did not want an investigation to be completed.
5. **Missing – Reported:** Missing wallet that had \$27 in it along with ID cards and insurance cards. **Resolution:** Wallet was found during a bed linen change; nothing was unaccounted for.
6. **Concern:** Reported nurse examined his wound and then called maintenance after leaving and reported the condition of his room. **Resolution:** Notified member that the nurse did not contact maintenance about his room and was following the CP. Nurse will have someone else do his dressing changes when she's on the schedule d/t member's preference to not work with that nurse.
7. **Missing – Reported:** Reported missing money (\$71) from his drawer along with several CDs. **Resolution:** Money was in his sock drawer. CDs were not located. There is no CD

library at the facility. **Note:** Money was found. CDs were not located, and RP indicated grievance was not resolved r/t CDs still missing.

June 2024

Complaint Forms Received:

1. **Concern:** Missing 10+ athletic shorts, ~8 undershirts, ~10 plaid flannel button-up shirts, and ~17 pairs of socks. **Resolution:** Some items found; other items remain missing. Rick will search laundry again this week and wife will look through laundry after her vacation. He didn't want a claim against the state filed, neither did his wife. Stated once wife returns from vacation, she will be doing his laundry instead of it being sent out. **Note:** SW discussed process for labeling items and updating inventory sheets with new items during Member Council on 6/13/24.
2. **Concern:** Missing 2 pairs of glasses. **Resolution:** New pair of glasses are being made by Mobile Medical. New pair will be scan dented prior to be given to member.
3. **Concern:** Parents concerned about his finger being poked for BS instead of using the Dexcom. Requesting for MVH to revisit the policy. **Resolution:** Care plan updated to reflect member's preferences. Dexcom will be used for glucose readings and finger stick/glucometer will be used to confirmed high/low blood sugars.
4. **Concern:** Missing phone charger. **Resolution:** RP will purchase a new phone charger.
5. **Concern:** Reported that he is missing his wallet. **Resolution:** Wallet returned from laundry on 6/7/24 however was not returned to Tim until 6/10/24 d/t him being out of the facility at an appointment. **Note:** Wallet had a scandent card placed on 6/11/24.
6. **Concern:** Missing sound bar remote. **Resolution:** Remote not found. Facility will not be replacing it. Wife stated she will talk to member and handle the missing remote. Views the concern as resolved d/t member frequently losing items and the item eventually showing up in his room. **Note:** Form dated for 6/2/24, however wasn't in the binder until 6/17/24 for staff to pick up.
7. **Concern:** 1) Lack of involvement between activities staff and members (member involvement during meetings). 2) Lack of trust r/t working on spreadsheets, emails, and access to emails about missing clothing. 3) Current ombudsman isn't doing their job d/t not being at the home regularly. **Resolution:** 1) Reviewed activity planning meetings held monthly. Members can express ideas for activities to CTRS or ATA at any time. 2) Due to not being a state employee, he will not get a state email. Provided with a list of staff emails to contact if needed. Missing item emails will be printed off by laundry supervisor and given to him, so he is part of the process. 3) Ombudsman information was provided. Encouraged him to call with concerns and request to meet with them. Reviewed they only come ~quarterly and if a concern arises.
8. **Concern:** Missing a navy-blue shirt that had an American flag on it with the face of a dog. Shirt was from Tractor Supply. **Resolution:** Room was searched - shirt not found. Not yet returned from laundry. Claim against the state completed for shirt to be replaced.
9. **Concern:** Member reported meat (bologna) was labeled and stored in the fridge but thrown out by dietary staff. **Resolution:** Reported that the bologna was not labeled, warm to touch, and had a strong odor. Bologna will be replaced.
10. **Concern:** Two shirts missing. Brought to the lobby between 6/18 and 6/20 with the intention of being picked up by Sheldon's Cleaners to be dry-cleaned. **Resolution:** Shirts were not picked up by Sheldon's Cleaner - no pickup was scheduled. Video footage was

reviewed, and another member took the shirts and brought them to their room. Reported when SW met with them that they no longer had the shirts. Other member will financially reimburse the member missing the shirts so replacements can be purchased by family.

(c) Timeliness of distribution of pharmaceutical drugs.

FY 24 Q3:

MVHCT - Pharmaceutical drugs are delivered to medication rooms and medication carts at the Home every two weeks for distribution for the following two-week period.

MVHDJJ - Pharmaceutical drugs are delivered to medication rooms and medication carts at the Home every two weeks for distribution for the following two-week period.

MVHGR – Pharmaceutical drugs are delivered the nursing units and medication carts at the Home every two weeks for distribution for the following two-week period.

(d) Security provided for pharmaceutical drugs in the facility, including the title of the individuals providing the security.

FY 24 Q3:

MVHCT - Pharmaceutical drugs are locked in the C2 safe within the pharmacy, to which only the licensed pharmacist listed below has sole access. The pharmacy requires a two-means of authentication in efforts to enter the pharmacy. Narcotics are double locked within the pharmacy. On the units, the medication rooms are locked, as are medication carts, and narcotics are double locked. The medication nurse on duty on any given shift is the only employee with the key to medications on the household.

A PYXIS Medication Station, located within the wellness center storage room for after-hours and weekend usage, only. The Wellness Center after-hours required key-card access, which is controlled, and a pre-determined group of Nurse Managers have specific key-card access to enter said storage room where the PYXIS is located.

The PYXIS station is accessed via individual sign on with password. There is also a security camera located in the Wellness Center in additional to the storage room.

Returned medications to the pharmacy are handled via nursing and documented on a form. Returned medications are restocked or destroyed as appropriate. Returned medications are logged into the QS1 pharmacy system.

The following individual provide the security and oversight of pharmaceutical drugs:

Kristie Schemansky, PharmD.

MVHDJJ - Pharmaceutical drugs are locked in the pharmacy, to which only the licensed pharmacists listed below have access. The pharmacy is equipped with an alarm. Narcotics are double locked within the pharmacy. On the unit(s), the medication rooms are locked, as are medication carts, and narcotics are double locked. The medication nurse on duty on any given shift is the only employee with the key to medications on the unit(s).

The following individuals provide the security and oversight of pharmaceutical drugs:

Brad Harvala, Pharmacy Director
Lori Krueger, Pharmacist
Barb Salmela, Pharmacist

MVHGR- Pharmaceutical drugs are locked in the pharmacy, to which only the licensed pharmacists listed below have access. The pharmacy is equipped with an alarm. Narcotics are double locked within the pharmacy. On the units, the medication rooms are locked, as are medication carts, and narcotics are double locked. The medication nurse on duty on any given shift is the only employee with the key to medications on the units(s).

A PYXIS Medication Station, located in the pharmacy entry way (old building) and the locked administration office (new building) is available after hours. The entry to both areas are only accessible via key card access when the pharmacy is closed. The PYXIS station is accessed via fingerprint or individual sign on with password. There is also a security camera located in the entry way.

The unit medication rooms are locked. Medication carts are locked with key access only and narcotics are double locked.

Returned medications to the pharmacy are handled via nursing and documented on a form. Returned medications are restocked or destroyed as appropriate. Returned medications are logged into the QS1 pharmacy system.

The following individuals provide the security and oversight of pharmaceutical drugs:

Louis Ciaramello, RPh

(e) How patient money is accounted for, including the name and title of the individual who supervises patient spending accounts.

FY 24 Q3:

MVHCT - Patient monies *held by the facility* are accounted for using generally accepted accounting principles, with interest applied to the balances quarterly.

The following individual supervises patient spending accounts:

Sara Brys, Business Office Manager

MVHDJJ - Patient monies *held by the facility* are accounted for using generally accepted accounting principles, with interest applied to the balances quarterly.

The following individual supervises patient spending accounts:

Sean Depuydt, Business Manager

MVHGR - Patient monies *held by the facility* are accounted for using generally accepted accounting principles, with interest applied to the balances quarterly.

The following individual supervises patient spending accounts:

Ashley Rawlings, Business Manager

(f) Number of facility resident deaths that occurred since the most recent report.

FY 24 Q3:

MVHCT – (6) facility deaths

MVHDJJ – (10) facility deaths

MVHGR – (3) facility deaths

(2) The department of military and veterans' affairs shall place the reports required under subsection (1) on its public website in a prominent and conspicuous manner.

This report has been published at www.michigan.gov/mvh



MVH Monthly Report Member Abuse and/or Neglect Complaints

Reporting Month/Year: May 2024

Home: MVH at Chesterfield Township

Type of Investigation:	Substantiated
Abuse	0
M2M Altercation	0
Injury - Unknown	0
Neglect	0
Elopement	0
Misappropriation	0
Mistreatment	0
Exploitation	0

Notes

Investigation #1
Type _____
Substantiated

Investigation #2
Type _____
Substantiated

Investigation #3
Type _____
Substantiated

Investigation #4
Type _____
Substantiated

Investigation #5
Type _____
Substantiated

Investigation #6
Type _____
Substantiated

Investigation #7
Type _____
Substantiated

Investigation #8
Type _____
Substantiated

Investigation #9
Type _____
Substantiated

Investigation #10
Type _____
Substantiated

Submitted by:
Administrator: Jennifer Manning



MVH Monthly Report Member Abuse and/or Neglect Complaints

Reporting Month/Year: May 2024

Home: MVH DJ Jacobetti

Type of Investigation:	Substantiated
Abuse	0
M2M Altercation	0
Injury - Unknown	0
Neglect	0
Elopement	0
Misappropriation	0
Mistreatment	0
Exploitation	0

Notes

Investigation #1
Type _____
Substantiated

Investigation #2
Type _____
Substantiated

Investigation #3
Type _____
Substantiated

Investigation #4
Type _____
Substantiated

Investigation #5
Type _____
Substantiated

Investigation #6
Type _____
Substantiated

Investigation #7
Type _____
Substantiated

Investigation #8
Type _____
Substantiated

Investigation #9
Type _____
Substantiated

Investigation #10
Type _____
Substantiated

Submitted by:
Administrator: Ron Oja



MVH Monthly Report Member Abuse and/or Neglect Complaints

Reporting Month/Year: May 2024

Home: MVH at Grand Rapids

Type of Investigation:	Substantiated
Abuse	0
M2M Altercation	0
Injury - Unknown	0
Neglect	0
Elopement	0
Misappropriation	0
Mistreatment	0
Exploitation	0

Notes
None reported.

Investigation #1
Type _____
Substantiated

Investigation #2
Type _____
Substantiated

Investigation #3
Type _____
Substantiated

Investigation #4
Type _____
Substantiated

Investigation #5
Type _____
Substantiated

Investigation #6
Type _____
Substantiated

Investigation #7
Type _____
Substantiated

Investigation #8
Type _____
Substantiated

Investigation #9
Type _____
Substantiated

Investigation #10
Type _____
Substantiated

Submitted by:
Administrator: Carly MacDonald



MVH Monthly Report Member Abuse and/or Neglect Complaints

Reporting Month/Year: June 2024

Home: MVH at Chesterfield Township

Type of Investigation:	Substantiated
Abuse	0
M2M Altercation	0
Injury - Unknown	0
Neglect	2
Elopement	0
Misappropriation	0
Mistreatment	0
Exploitation	0

Notes

Investigation #1
Type Misappropriation
Substantiated No

Investigation #2
Type Neglect
Substantiated Yes

Investigation #3
Type Neglect
Substantiated Yes

Investigation #4
Type _____
Substantiated _____

Investigation #5
Type _____
Substantiated _____

Investigation #6
Type _____
Substantiated _____

Investigation #7
Type _____
Substantiated _____

Investigation #8
Type _____
Substantiated _____

Investigation #9
Type _____
Substantiated _____

Investigation #10
Type _____
Substantiated _____

Submitted by:
Administrator: Jennifer Manning



MVH Monthly Report Member Abuse and/or Neglect Complaints

Reporting Month/Year: June 2024

Home: MVH DJ Jacobetti

Type of Investigation:	Substantiated
Abuse	0
M2M Altercation	0
Injury - Unknown	0
Neglect	0
Elopement	0
Misappropriation	0
Mistreatment	0
Exploitation	0

Notes

Investigation #1
Type _____
Substantiated

Investigation #2
Type _____
Substantiated

Investigation #3
Type _____
Substantiated

Investigation #4
Type _____
Substantiated

Investigation #5
Type _____
Substantiated

Investigation #6
Type _____
Substantiated

Investigation #7
Type _____
Substantiated

Investigation #8
Type _____
Substantiated

Investigation #9
Type _____
Substantiated

Investigation #10
Type _____
Substantiated

Submitted by:
Administrator: Ron Oja



MVH Monthly Report Member Abuse and/or Neglect Complaints

Reporting Month/Year: June 2024

Home: MVH at Grand Rapids

Type of Investigation:	Substantiated
Abuse	0
M2M Altercation	0
Injury - Unknown	0
Neglect	0
Elopement	0
Misappropriation	0
Mistreatment	0
Exploitation	0

Notes
None reported.

Investigation #1
Type _____
Substantiated

Investigation #2
Type _____
Substantiated

Investigation #3
Type _____
Substantiated

Investigation #4
Type _____
Substantiated

Investigation #5
Type _____
Substantiated

Investigation #6
Type _____
Substantiated

Investigation #7
Type _____
Substantiated

Investigation #8
Type _____
Substantiated

Investigation #9
Type _____
Substantiated

Investigation #10
Type _____
Substantiated

Submitted by:
Administrator: Carly MacDonald

**Michigan Veteran Homes
Staffing Report**

<i>MVH at Chesterfield Township</i>	April 2024	May 2024	June 2024
I. Census			
Skilled Nursing Census (Monthly Average)	119.63	120	120
Domiciliary Census (Monthly Average)	0	0	0
II. Patient Care Hours			
Skilled Nursing PPD (Monthly Average)	8.08	7.70	7.58
Licensed Nursing PPD (Monthly Average)	2.38	2.30	2.16
CENA PPD (Monthly Average)	5.7	5.4	5.42
# of Time Below VA Min. 2.5 PPD	0	0	0

<i>MVH D.J. Jacobetti</i>	April 2024	May 2024	June 2024
I. Census			
Skilled Nursing Census (Monthly Average)	102.06	102.1	101.8
Domiciliary Census (Monthly Average)	2	2	2
II. Patient Care Hours			
Skilled Nursing PPD (Monthly Average)	4.849	4.747	4.682
Licensed Nursing PPD (Monthly Average)	1.991	1.999	1.944
CENA PPD (Monthly Average)	2.858	2.748	2.738
# of Time Below VA Min. 2.5 PPD	0	0	0

<i>MVH at Grand Rapids</i>	April 2024	May 2024	June 2024
I. Census			
Skilled Nursing Census (Monthly Average)	118	118	121
Domiciliary Census (Monthly Average)	0	0	0
II. Patient Care Hours			
Skilled Nursing PPD (Monthly Average)	7.02	7.01	6.71
Licensed Nursing PPD (Monthly Average)	2.32	2.27	2.02
CENA PPD (Monthly Average)	4.70	4.74	4.69
# of Time Below VA Min. 2.5 PPD	0	0	0

MICHIGAN VETERAN HOMES AT CHESTERFIELD TOWNSHIP

May 2024 Monthly Census Report

Facility Census Data				
	Facility Census on Last Day of:		% of EOM Census Current Month	End of Month Average YTD
	Current Month	Last Month		
TOTAL CENSUS	122	124	n/a	121
By Care Setting				
Skilled Nursing	122	124	100.0%	121
Domiciliary	n/a	n/a	n/a	n/a
By War Era of Service				
WWII	3	4	2.5%	4
KC	13	13	10.7%	14
VNE	85	86	69.7%	82
Cold War	11	11	9.0%	12
GWE	4	4	3.3%	4
Other	0	0	0.0%	0
Dependent	6	6	4.9%	6
By Age				
Under 60	4	4	3.3%	4
60 - 79	76	78	62.3%	77
80+	42	42	34.4%	40
By Gender				
Male	112	114	91.8%	111
Female	10	10	8.2%	10

Admissions, Deaths, Discharges During Month			
	Current Month	Total YTD	Monthly Avg YTD
Admissions	0	52	3.5
Deaths	1	27	2.1
Forced Discharges (see memo)	0	0	0.0
Other Discharges	1	6	0.6

Resident Assessment & Admissions Application Processing		
	Current Month	Total YTD
Financial Reassessments Performed	8	146
Admission Applications Processed	16	134
Admission Applications Approved	2	68
Approved Applicants Admitted	0	53
Approved Applicants on Waitlist or Not Yet Ready for Admission	18	198
Admissions Applications Denied	0	5

Occupancy & Waitlist Rates					
	Avail. Beds	Waitlist	EOM Occupied	EOM % - Current	EOM % - Previous
Skilled Nursing	128	18	122	95.3%	96.9%
Domiciliary Care	n/a	n/a	n/a	n/a	n/a

MICHIGAN VETERAN HOMES AT CHESTERFIELD TOWNSHIP
May 2024 Monthly Census Report

Detailed Census Data - By Care Setting				
Skilled Nursing Census	Total Census	%		Average I & A
70-100% or Adjudicated	72	59.0%	(of total SN census)	n/a
Veteran (not 70-100 SCD)	44	36.1%	(of total SN census)	\$2,972.45
Dependent	6	4.9%	(of total SN census)	\$2,053.33
TOTAL Skilled Nursing Census	122	100.0%	(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
Total Domiciliary Census	n/a	n/a	(of TOTAL census)	n/a

Detailed Census Data - Age & Gender				
Census by Age & Gender	Male	Female	Total	
Under 60	3	1	4	
60-79	74	2	76	
80+	35	7	42	
TOTAL	112	10	122	
% of Census	Male	Female	Total	
Under 60	75.0%	25.0%	3.3%	
60-79	97.4%	2.6%	62.3%	
80+	83.3%	16.7%	34.4%	
TOTAL	91.8%	8.2%	n/a	

Detailed Census Data - Era of Service & Gender				
Census by EOS & Gender	Male	Female	Total	
WWII	2	1	3	
KC	12	1	13	
VNE	84	1	85	
Cold War	10	1	11	
Gulf War Era	4	0	4	
Other	0	0	0	
Dependent	0	6	6	
TOTAL	112	10	122	
% of Census	Male	Female	Total	
WWII	66.7%	33.3%	2.5%	
KC	92.3%	7.7%	10.7%	
VNE	98.8%	1.2%	69.7%	
Cold War	90.9%	9.1%	9.0%	
Gulf War	100.0%	0.0%	3.3%	
Other			0.0%	
Dependent	0.0%	100.0%	4.9%	
TOTAL	91.8%	8.2%	n/a	

MICHIGAN VETERAN HOMES AT CHESTERFIELD TOWNSHIP

June 2024 Monthly Census Report

Facility Census Data				
	Facility Census on Last Day of:		% of EOM Census Current Month	End of Month Average YTD
	Current Month	Last Month		
TOTAL CENSUS	123	122	n/a	121
By Care Setting				
Skilled Nursing	123	122	100.0%	121
Domiciliary	n/a	n/a	n/a	n/a
By War Era of Service				
WWII	3	3	2.4%	4
KC	11	13	8.9%	13
VNE	87	85	70.7%	82
Cold War	11	11	8.9%	12
GWE	5	4	4.1%	4
Other	0	0	0.0%	0
Dependent	6	6	4.9%	6
By Age				
Under 60	5	4	4.1%	4
60 - 79	78	76	63.4%	77
80+	40	42	32.5%	40
By Gender				
Male	113	112	91.9%	111
Female	10	10	8.1%	10

Admissions, Deaths, Discharges During Month			
	Current Month	Total YTD	Monthly Avg YTD
Admissions	4	52	3.6
Deaths	3	27	2.2
Forced Discharges (see memo)	0	0	0.0
Other Discharges	0	6	0.6

Resident Assessment & Admissions Application Processing		
	Current Month	Total YTD
Financial Reassessments Performed	2	146
Admission Applications Processed	11	134
Admission Applications Approved	3	68
Approved Applicants Admitted	4	53
Approved Applicants on Waitlist or Not Yet Ready for Admission	19	198
Admissions Applications Denied	0	5

Occupancy & Waitlist Rates					
	Avail. Beds	Waitlist	EOM Occupied	EOM % - Current	EOM % - Previous
Skilled Nursing	128	19	123	96.1%	95.3%
Domiciliary Care	n/a	n/a	n/a	n/a	n/a

MICHIGAN VETERAN HOMES AT CHESTERFIELD TOWNSHIP
June 2024 Monthly Census Report

Detailed Census Data - By Care Setting				
Skilled Nursing Census	Total Census	%		Average I & A
70-100% or Adjudicated	74	60.2%	(of total SN census)	n/a
Veteran (not 70-100 SCD)	43	35.0%	(of total SN census)	\$2,911.56
Dependent	6	4.9%	(of total SN census)	\$2,049.00
TOTAL Skilled Nursing Census	123	100.0%	(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
Total Domiciliary Census	n/a	n/a	(of TOTAL census)	n/a

Detailed Census Data - Age & Gender				
Census by Age & Gender	Male	Female	Total	
Under 60	4	1	5	
60-79	76	2	78	
80+	33	7	40	
TOTAL	113	10	123	
% of Census	Male	Female	Total	
Under 60	80.0%	20.0%	4.1%	
60-79	97.4%	2.6%	63.4%	
80+	82.5%	17.5%	32.5%	
TOTAL	91.9%	8.1%	n/a	

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	10	1	11	
Gulf War Era	5	0	5	
Other	0	0	0	
Dependent	0	6	6	
TOTAL	113	10	123	
% 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	90.9%	9.1%	8.9%	
Gulf War	100.0%	0.0%	4.1%	
Other			0.0%	
Dependent	0.0%	100.0%	4.9%	
TOTAL	91.9%	8.1%	n/a	

Michigan Veteran Homes DJ Jacobetti
May 2024 Monthly Census Report

Facility Census Data				
	Facility Census on Last Day of:		% of EOM Census Current Month	End of Month Average YTD
	Current Month	Last Month		
TOTAL CENSUS	106	104	n/a	104
By Care Setting				
Skilled Nursing	104	102	98.1%	102
Domiciliary	2	2	1.9%	2
By War Era of Service				
WWII	5	4	4.7%	4
KC	9	10	8.5%	12
VNE	75	72	70.8%	72
Cold War	13	12	12.3%	12
GWE	0	2	0.0%	1
Other	0	0	0.0%	0
Dependent	4	4	3.8%	4
By Age				
Under 60	1	1	0.9%	1
60 - 79	53	52	50.0%	52
80+	52	51	49.1%	51
By Gender				
Male	100	98	94.3%	97
Female	6	6	5.7%	6

Admissions, Deaths, Discharges During Month			
	Current Month	Total YTD	Monthly Avg YTD
Admissions	6	38	3.5
Deaths	4	33	3.4
Forced Discharges (see memo)	0	0	0.0
Other Discharges	0	15	0.8

Resident Assessment & Admissions Application Processing		
	Current Month	Total YTD
Financial Reassessments Performed	7	171
Admission Applications Processed	8	71
Admission Applications Approved	7	50
Approved Applicants Admitted	6	36
Approved Applicants on Waitlist or Not Yet Ready for Admission	79	954
Admissions Applications Denied	1	4

Occupancy & Waitlist Rates					
	Avail. Beds	Waitlist	EOM Occupied	EOM % - Current	EOM % - Previous
Skilled Nursing	126	79	104	82.5%	81.0%
Domiciliary Care	3	0	2	66.7%	66.7%

Michigan Veteran Homes DJ Jacobetti
May 2024 Monthly Census Report

Detailed Census Data - By Care Setting				
Skilled Nursing Census	Total Census	%		Average I & A
70-100% or Adjudicated	46	44.2%	(of total SN census)	n/a
Veteran (not 70-100 SCD)	54	51.9%	(of total SN census)	\$3,670.22
Dependent	4	3.8%	(of total SN census)	\$1,270.56
TOTAL Skilled Nursing Census	104	98.1%	(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
Total Domiciliary Census	2	1.9%	(of TOTAL census)	n/a

Detailed Census Data - Age & Gender				
Census by Age & Gender	Male	Female	Total	
Under 60	1	0	1	
60-79	49	4	53	
80+	50	2	52	
TOTAL	100	6	106	
% of Census	Male	Female	Total	
Under 60	100.0%	0.0%	0.9%	
60-79	92.5%	7.5%	50.0%	
80+	96.2%	3.8%	49.1%	
TOTAL	94.3%	5.7%	n/a	

Detailed Census Data - Era of Service & Gender				
Census by EOS & Gender	Male	Female	Total	
WWII	5	0	5	
KC	9	0	9	
VNE	74	1	75	
Cold War	12	1	13	
Gulf War Era	0	0	0	
Other	0	0	0	
Dependent	0	4	4	
TOTAL	100	6	106	
% of Census	Male	Female	Total	
WWII	100.0%	0.0%	4.7%	
KC	100.0%	0.0%	8.5%	
VNE	98.7%	1.3%	70.8%	
Cold War	92.3%	7.7%	12.3%	
Gulf War			0.0%	
Other			0.0%	
Dependent	0.0%	100.0%	3.8%	
TOTAL	94.3%	5.7%	n/a	

Michigan Veteran Homes DJ Jacobetti
June 2024 Monthly Census Report

Facility Census Data				
	Facility Census on Last Day of:		% of EOM Census Current Month	End of Month Average YTD
	Current Month	Last Month		
TOTAL CENSUS	102	106	n/a	103
By Care Setting				
Skilled Nursing	100	104	98.0%	101
Domiciliary	2	2	2.0%	2
By War Era of Service				
WWII	5	5	4.9%	4
KC	9	9	8.8%	11
VNE	69	75	67.6%	72
Cold War	14	13	13.7%	12
GWE	1	0	1.0%	1
Other	0	0	0.0%	0
Dependent	4	4	3.9%	4
By Age				
Under 60	2	1	2.0%	1
60 - 79	50	53	49.0%	52
80+	50	52	49.0%	50
By Gender				
Male	96	100	94.1%	97
Female	6	6	5.9%	6

Admissions, Deaths, Discharges During Month			
	Current Month	Total YTD	Monthly Avg YTD
Admissions	3	38	3.4
Deaths	2	33	3.2
Forced Discharges (see memo)	0	0	0.0
Other Discharges	5	15	1.2

Resident Assessment & Admissions Application Processing		
	Current Month	Total YTD
Financial Reassessments Performed	5	171
Admission Applications Processed	11	71
Admission Applications Approved	4	50
Approved Applicants Admitted	3	36
Approved Applicants on Waitlist or Not Yet Ready for Admission	71	954
Admissions Applications Denied	0	4

Occupancy & Waitlist Rates					
	Avail. Beds	Waitlist	EOM Occupied	EOM % - Current	EOM % - Previous
Skilled Nursing	126	71	100	79.4%	82.5%
Domiciliary Care	3	0	2	66.7%	66.7%

Michigan Veteran Homes DJ Jacobetti
June 2024 Monthly Census Report

Detailed Census Data - By Care Setting				
Skilled Nursing Census	Total Census	%		Average I & A
70-100% or Adjudicated	43	43.0%	(of total SN census)	n/a
Veteran (not 70-100 SCD)	53	53.0%	(of total SN census)	\$3,727.49
Dependent	4	4.0%	(of total SN census)	\$1,270.56
TOTAL Skilled Nursing Census	100	98.0%	(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
Total Domiciliary Census	2	2.0%	(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+	48	2	50	
TOTAL	96	6	102	
% of Census	Male	Female	Total	
Under 60	100.0%	0.0%	2.0%	
60-79	92.0%	8.0%	49.0%	
80+	96.0%	4.0%	49.0%	
TOTAL	94.1%	5.9%	n/a	

Detailed Census Data - Era of Service & Gender				
Census by EOS & Gender	Male	Female	Total	
WWII	5	0	5	
KC	9	0	9	
VNE	68	1	69	
Cold War	13	1	14	
Gulf War Era	1	0	1	
Other	0	0	0	
Dependent	0	4	4	
TOTAL	96	6	102	
% of Census	Male	Female	Total	
WWII	100.0%	0.0%	4.9%	
KC	100.0%	0.0%	8.8%	
VNE	98.6%	1.4%	67.6%	
Cold War	92.9%	7.1%	13.7%	
Gulf War	100.0%	0.0%	1.0%	
Other			0.0%	
Dependent	0.0%	100.0%	3.9%	
TOTAL	94.1%	5.9%	n/a	

Michigan Veteran Homes at Grand Rapids

May 2024 Monthly Census Report

Facility Census Data				
	Facility Census on Last Day of:		% of EOM Census Current Month	End of Month Average YTD
	Current Month	Last Month		
TOTAL CENSUS	122	119	n/a	121
By Care Setting				
Skilled Nursing	122	119	100.0%	121
Domiciliary	n/a	n/a	n/a	n/a
By War Era of Service				
WWII	1	1	0.8%	1
KC	7	7	5.7%	8
VNE	80	77	65.6%	78
Cold War	21	21	17.2%	21
GWE	8	8	6.6%	8
Other	0	0	0.0%	0
Dependent	5	5	4.1%	6
By Age				
Under 60	5	5	4.1%	5
60 - 79	80	78	65.6%	81
80+	37	36	30.3%	36
By Gender				
Male	112	109	91.8%	111
Female	10	10	8.2%	11

Admissions, Deaths, Discharges During Month			
	Current Month	Total YTD	Monthly Avg YTD
Admissions	3	30	2.1
Deaths	0	28	2.4
Forced Discharges (see memo)	0	0	0.0
Other Discharges	0	2	0.1

Resident Assessment & Admissions Application Processing		
	Current Month	Total YTD
Financial Reassessments Performed	28	340
Admission Applications Processed	1	82
Admission Applications Approved	1	80
Approved Applicants Admitted	3	30
Approved Applicants on Waitlist or Not Yet Ready for Admission	158	1704
Admissions Applications Denied	0	12

Occupancy & Waitlist Rates					
	Avail. Beds	Waitlist	EOM Occupied	EOM % - Current	EOM % - Previous
Skilled Nursing	128	158	122	95.3%	93.0%
Domiciliary Care	n/a	n/a	n/a	n/a	n/a

Michigan Veteran Homes at Grand Rapids
May 2024 Monthly Census Report

Detailed Census Data - By Care Setting				
Skilled Nursing Census	Total Census	%		Average I & A
70-100% or Adjudicated	51	41.8%	(of total SN census)	n/a
Veteran (not 70-100 SCD)	66	54.1%	(of total SN census)	\$2,353.30
Dependent	5	4.1%	(of total SN census)	\$1,369.40
TOTAL Skilled Nursing Census	122	100.0%	(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
Total Domiciliary Census	n/a	n/a	(of TOTAL census)	n/a

Detailed Census Data - Age & Gender				
Census by Age & Gender	Male	Female	Total	
Under 60	5	0	5	
60-79	76	4	80	
80+	31	6	37	
TOTAL	112	10	122	
% of Census	Male	Female	Total	
Under 60	100.0%	0.0%	4.1%	
60-79	95.0%	5.0%	65.6%	
80+	83.8%	16.2%	30.3%	
TOTAL	91.8%	8.2%	n/a	

Detailed Census Data - Era of Service & Gender				
Census by EOS & Gender	Male	Female	Total	
WWII	1	0	1	
KC	7	0	7	
VNE	76	4	80	
Cold War	21	0	21	
Gulf War Era	7	1	8	
Other	0	0	0	
Dependent	0	5	5	
TOTAL	112	10	122	
% of Census	Male	Female	Total	
WWII	100.0%	0.0%	0.8%	
KC	100.0%	0.0%	5.7%	
VNE	95.0%	5.0%	65.6%	
Cold War	100.0%	0.0%	17.2%	
Gulf War	87.5%	12.5%	6.6%	
Other			0.0%	
Dependent	0.0%	100.0%	4.1%	
TOTAL	91.8%	8.2%	n/a	

Michigan Veteran Homes at Grand Rapids
June 2024 Monthly Census Report

Facility Census Data				
	Facility Census on Last Day of:		% of EOM Census Current Month	End of Month Average YTD
	Current Month	Last Month		
TOTAL CENSUS	124	122	n/a	122
By Care Setting				
Skilled Nursing	124	122	100.0%	122
Domiciliary	n/a	n/a	n/a	n/a
By War Era of Service				
WWII	1	1	0.8%	1
KC	7	7	5.6%	8
VNE	81	80	65.3%	79
Cold War	21	21	16.9%	21
GWE	9	8	7.3%	8
Other	0	0	0.0%	0
Dependent	5	5	4.0%	5
By Age				
Under 60	5	5	4.0%	5
60 - 79	81	80	65.3%	81
80+	38	37	30.6%	36
By Gender				
Male	114	112	91.9%	111
Female	10	10	8.1%	10

Admissions, Deaths, Discharges During Month			
	Current Month	Total YTD	Monthly Avg YTD
Admissions	3	30	2.2
Deaths	0	28	2.1
Forced Discharges <i>(see memo)</i>	0	0	0.0
Other Discharges	1	2	0.2

Resident Assessment & Admissions Application Processing		
	Current Month	Total YTD
Financial Reassessments Performed	16	340
Admission Applications Processed	10	82
Admission Applications Approved	10	80
Approved Applicants Admitted	3	30
Approved Applicants on Waitlist or Not Yet Ready for Admission	165	1704
Admissions Applications Denied	0	12

Occupancy & Waitlist Rates					
	Avail. Beds	Waitlist	EOM Occupied	EOM % - Current	EOM % - Previous
Skilled Nursing	128	165	124	96.9%	95.3%
Domiciliary Care	n/a	n/a	n/a	n/a	n/a

Michigan Veteran Homes at Grand Rapids
June 2024 Monthly Census Report

Detailed Census Data - By Care Setting				
Skilled Nursing Census	Total Census	%		Average I & A
70-100% or Adjudicated	50	40.3%	(of total SN census)	n/a
Veteran (not 70-100 SCD)	69	55.6%	(of total SN census)	\$2,372.08
Dependent	5	4.0%	(of total SN census)	\$1,404.40
TOTAL Skilled Nursing Census	124	100.0%	(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
Total Domiciliary Census	n/a	n/a	(of TOTAL census)	n/a

Detailed Census Data - Age & Gender			
Census by Age & Gender	Male	Female	Total
Under 60	5	0	5
60-79	77	4	81
80+	32	6	38
TOTAL	114	10	124
% of Census	Male	Female	Total
Under 60	100.0%	0.0%	4.0%
60-79	95.1%	4.9%	65.3%
80+	84.2%	15.8%	30.6%
TOTAL	91.9%	8.1%	<i>n/a</i>

Detailed Census Data - Era of Service & Gender			
Census by EOS & Gender	Male	Female	Total
WWII	1	0	1
KC	7	0	7
VNE	77	4	81
Cold War	21	0	21
Gulf War Era	8	1	9
Other	0	0	0
Dependent	0	5	5
TOTAL	114	10	124
% of Census	Male	Female	Total
WWII	100.0%	0.0%	0.8%
KC	100.0%	0.0%	5.6%
VNE	95.1%	4.9%	65.3%
Cold War	100.0%	0.0%	16.9%
Gulf War	88.9%	11.1%	7.3%
Other			0.0%
Dependent	0.0%	100.0%	4.0%
TOTAL	91.9%	8.1%	<i>n/a</i>

2024 Events

Michigan Veteran Homes Chesterfield

Maxine Butler, Volunteer Coordinator
butlerm13@michigan.gov
(586)256-9921

March 29th - National Vietnam War Veterans Ceremony

May 11th - 3rd Annual 5K Walk, Run and Roll

TBA- Bike Rally and Cookout with A.L. Post #4 Riders

August 15th - Volunteer Appreciation Dinner

September 12th – End of Summer Luau

September 15th - Classic Car Show

October 27th - Trick or Treating

November 11th - Veterans Ceremony and Celebration



Tiffany Carr, C.T.R.S.
MVH Community Engagement Coordinator
carrt1@michigan.gov
616-401-5150

2024 Events

Michigan Veteran Homes D.J. Jacobetti

Sarah Johnson, Volunteer Coordinator at
Johnsonj93@michigan.gov or
(906) 226-3576 x 2520396

January 17th – Ojibwe Drum Circle

February 28th – Got Talent

March 20th – Vegas Day

March 29th – Vietnam War Memorial

April 5th – Tigers Opening Day

May 27th – Memorial Day Ceremony at 1:30pm

June 12th – Women’s Veterans Recognition Day

June 14th – Flag Day

June 26th – Volunteer Appreciation Lunch

June 27th - Golf Outing

August 21st – Carnival

September 20th – POW/MIA Ceremony

November 11th – Veterans Day Ceremony



Tiffany Carr, C.T.R.S.
MVH Community Engagement Coordinator
carrt1@michigan.gov
616-401-5150

2024 Events

Michigan Veteran Homes at Grand Rapids

Gretchen Muir, Volunteer Coordinator
muirg@michigan.gov
(616)840-3001

- January 25th - Comedy Show Special Event
- February 29th - Chinese New Year Party Event
- March 8th - Bingo with Senator Mark Huizenga
- March 21st - March Madness Event
- May 2nd - Vegas Day Event
- May 22nd - Flag Placement Day
- May 30th - Memorial Day Service
- June 6th - Dog Show
- June 12th - Fishing Contest Event
- July 25th - Summer Celebration Event
- September 19th - Volunteer Appreciation Reception
- November 9th - Veteran 5 Race
- November 11th - Veteran's Day Celebration Event
- December 14th - Wreaths Across America



Tiffany Carr, C.T.R.S.
MVH Community Engagement Coordinator
carrt1@michigan.gov
616-401-5150



P.O. Box 30036
Lansing, Michigan 48909-7536
Phone: (517) 373-1347

Website: <https://council.legislature.mi.gov/VeteranOmbudsman/Index>

**Michigan Veterans' Facility Ombudsman
Semi-Annual Report
November 8, 2023 – May 7, 2024**

The Michigan Veterans' Facility Ombudsman (MVFO) was created by [Public Act 198, 2016](#). The office of the MVFO is created within the Legislative Council, a nonpartisan legislative agency.

The MVFO mission is to ensure all residents of Michigan Veterans' Homes are treated with dignity and respect and that their concerns are heard and resolved. Our ability to obtain, interpret, and explain veteran policies and procedures and our knowledge of the veteran system uniquely position the MVFO office to serve the Legislature, Veterans, Facility Members, and citizens of Michigan.

This semiannual report is submitted to the Legislative Council, the Board of Managers, and the Michigan Legislature pursuant to the provisions of [MCL 4.782 in Public Act 198, 2016](#), which states, "The ombudsman shall submit to the council, the board of managers, and the legislature a semiannual report on the conduct of the office."

Michigan Veterans' Home Locations:

- [Michigan Veterans Home at Chesterfield Township](#)
- [Michigan Veterans Home D.J. Jacobetti](#)
- [Michigan Veterans Home at Grand Rapids](#)

Authority:

- Under [MCL 4.775 in Public Act 198, 2016](#), the MVFO office has access to all Michigan Veterans' Homes and the information, records, and documents in possession of the facilities, including, but not limited to, veterans' facility member medical health records, mental health records, and mortality and morbidity records.
- The MVFO office investigates concerns filed by legislators, veterans' facility residents or their family members, and veterans' facility staff of allegations of violations of state law or issues concerning an administrative act, medical treatment of a veterans' facility resident, and conditions at a facility that pose a significant health or safety issue.
- The MVFO office serves as a point person to legislative offices regarding inquiries related to constituent questions and visits veterans' facilities on a regular basis, interacting with the member residents and facility staff.

**MVFO Funding:**

- In FY 2024, \$351,000 was appropriated through its traditional funding source in the Legislature's section of the general budget.

MVFO Process:

The MVFO office receives correspondence that may be general in nature, but where sufficient information or specific complaints against a Michigan Veterans' Home about an administrative act, medical treatment of a resident veteran, or a condition existing at a facility that pose a significant health or safety issue for which there is no effective administrative remedy or is alleged to be contrary to law or departmental policy are given, the MVFO office will commence an initial inquiry to determine if an investigation is warranted.

The MVFO office initial inquiry includes reviewing relevant records and policies as well as correspondence with the Home's administrator and their staff members, and other individuals who are familiar with the issue presented in the inquiry.

Under [MCL 4.774 in Public Act 198, 2016](#), the MVFO office may commence an investigation if the initial inquiry results in further questions about an administrative act, medical treatment of a resident veteran, or a condition existing at a facility that pose a significant health or safety issue for which there is no effective administrative remedy or is alleged to be contrary to law or departmental policy.

Upon conclusion of an investigation, the MVFO office will prepare a written report with findings and recommendations to facilitate resolution of issues to the constituent, Home Administrator, and the Michigan Department of Military and Veterans Affairs.

Inquiries:

In the period covering this report, the MVFO office received one inquiry in April from a constituent requesting assistance in expediting the wait time of a civilian who is married to a veteran and their acceptance into the Michigan Veterans Home D.J. Jacobetti (Home). The MVFO office communicated with the Administrator of the Home, Mr. Ron Oja, who explained the policy and priority structure regarding civilian admission of married veterans. The Home's policy is to prioritize veterans' admission first and foremost. A civilian married to a veteran is placed on a waitlist and will be reviewed for admission when the Home's waitlist for veterans' admission is fulfilled. The MVFO office communicated to the constituent the Home's policy and priority structure. The constituent was appreciative of the information and acknowledged the Home's policy and priority structure were communicated to them previously and no further action was needed.

Investigations:

In the period covering this report, the MVFO did not conduct any investigations.

MVH at Chesterfield Township 2023 Employee Satisfaction Survey

140 Responses

320 Total Staff

43.75% Response Rate

1. Job Satisfaction

■ Strongly Disagree
 ■ Disagree
 ■ Neither Agree nor Disagree
 ■ Agree
 ■ Strongly Agree
■ Not Applicable

My work has a positive impact on members' lives.

I feel the care I provide is appreciated by the members and their families.

My supervisor appreciates the work I do for members.

I have the resources and equipment necessary to perform my assignments well.

I would recommend this Home to my family and friends if they had a need for nursing...

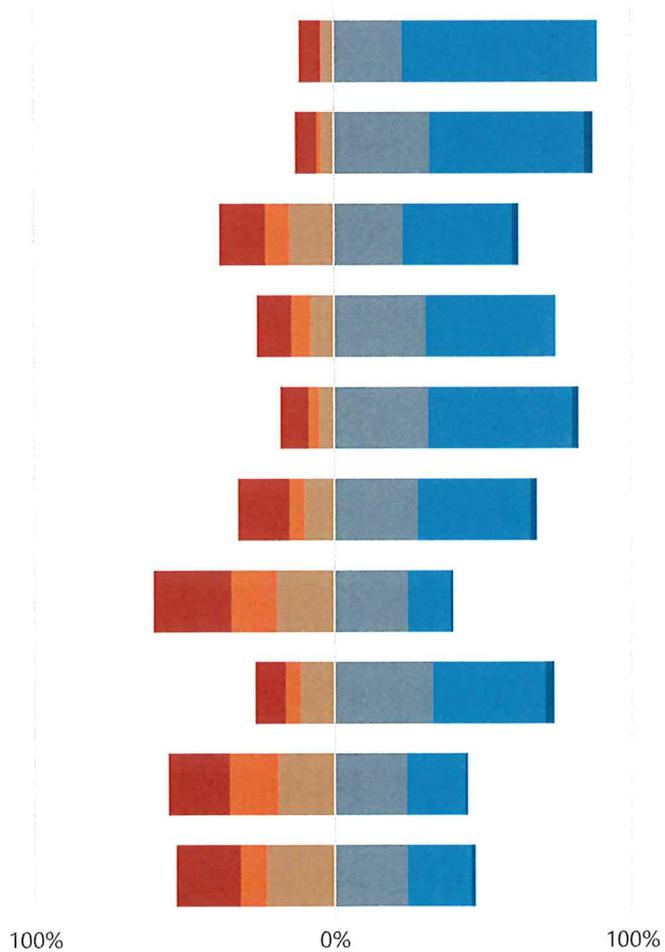
I would recommend working here to my friends.

At this Home, staff receive appropriate recognition.

My workplace is safe and well-maintained.

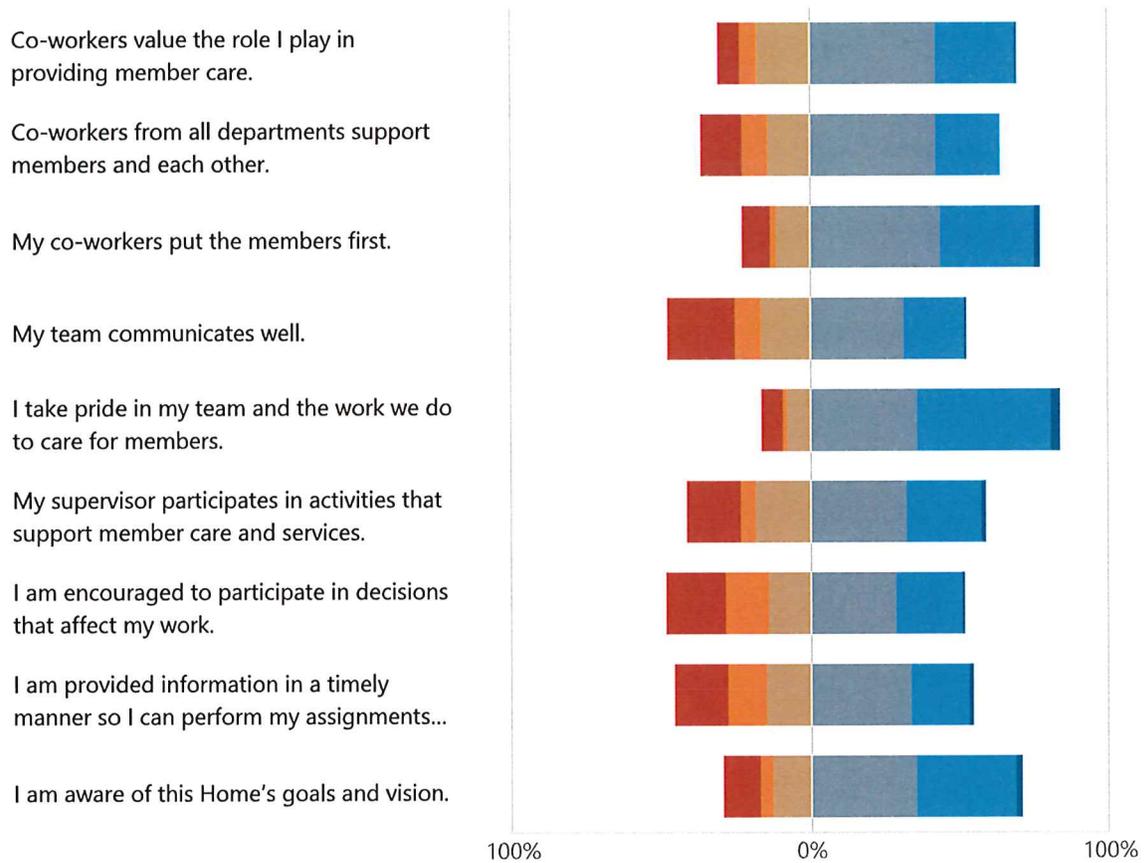
I feel that my pay is fair for the local community.

I feel supported in my career growth at the Home.



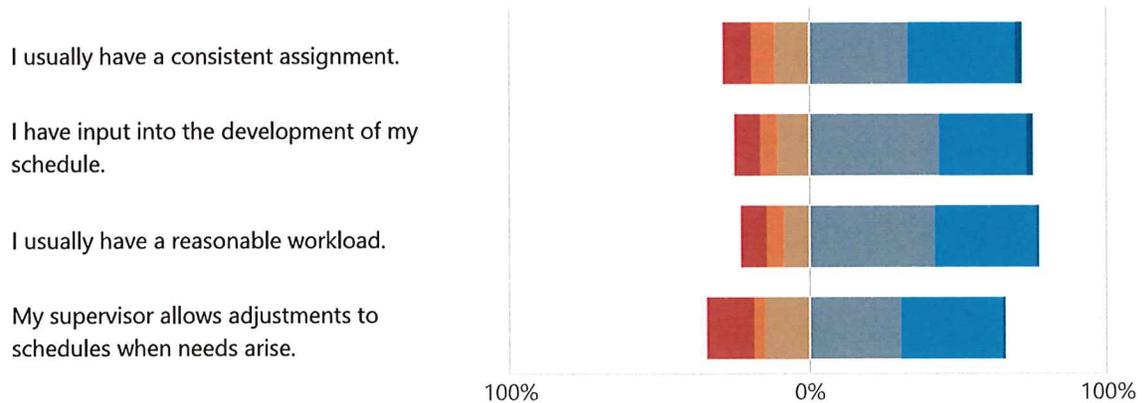
2. Team Building and Communication

■ Strongly Disagree
 ■ Disagree
 ■ Neither Agree nor Disagree
 ■ Agree
 ■ Strongly Agree
■ Not Applicable



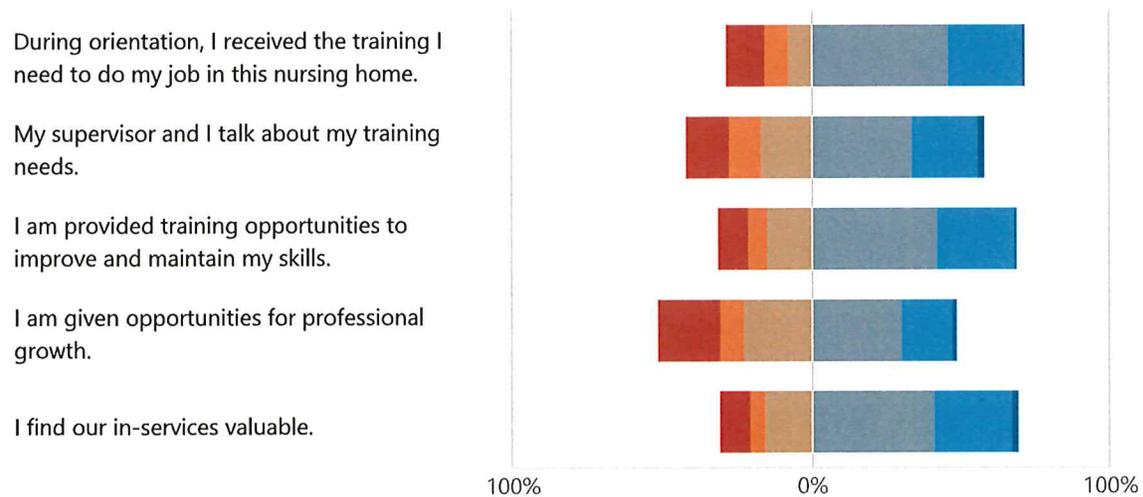
3. Scheduling and Staffing

■ Strongly Disagree
 ■ Disagree
 ■ Neither Agree nor Disagree
 ■ Agree
 ■ Strongly Agree
■ Not Applicable



4. Training

■ Strongly Disagree
 ■ Disagree
 ■ Neither Agree nor Disagree
 ■ Agree
 ■ Strongly Agree
■ Not Applicable



5. Management and Leadership

■ Strongly Disagree
 ■ Disagree
 ■ Neither Agree nor Disagree
 ■ Agree
 ■ Strongly Agree
■ Not Applicable

The Administrator is available and is open to speaking with me.

The Director of Nursing is available and is open to speaking with me.

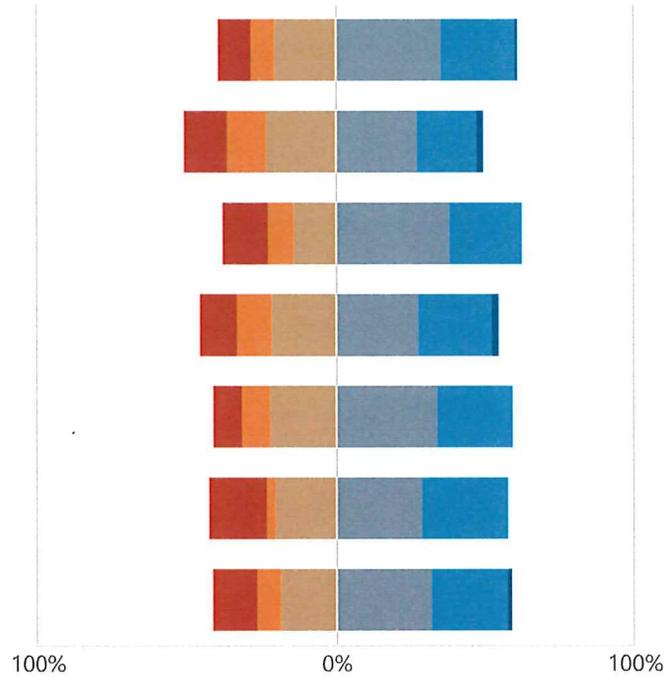
I can talk openly and honestly with my supervisor about work-related issues.

My supervisor values my opinions.

My supervisor respects me and treats me fairly.

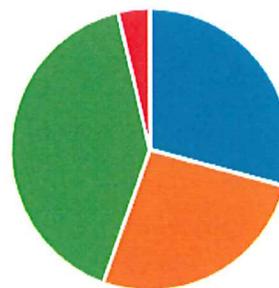
Leadership promotes a positive workplace.

Leadership is committed to diversity and inclusion.

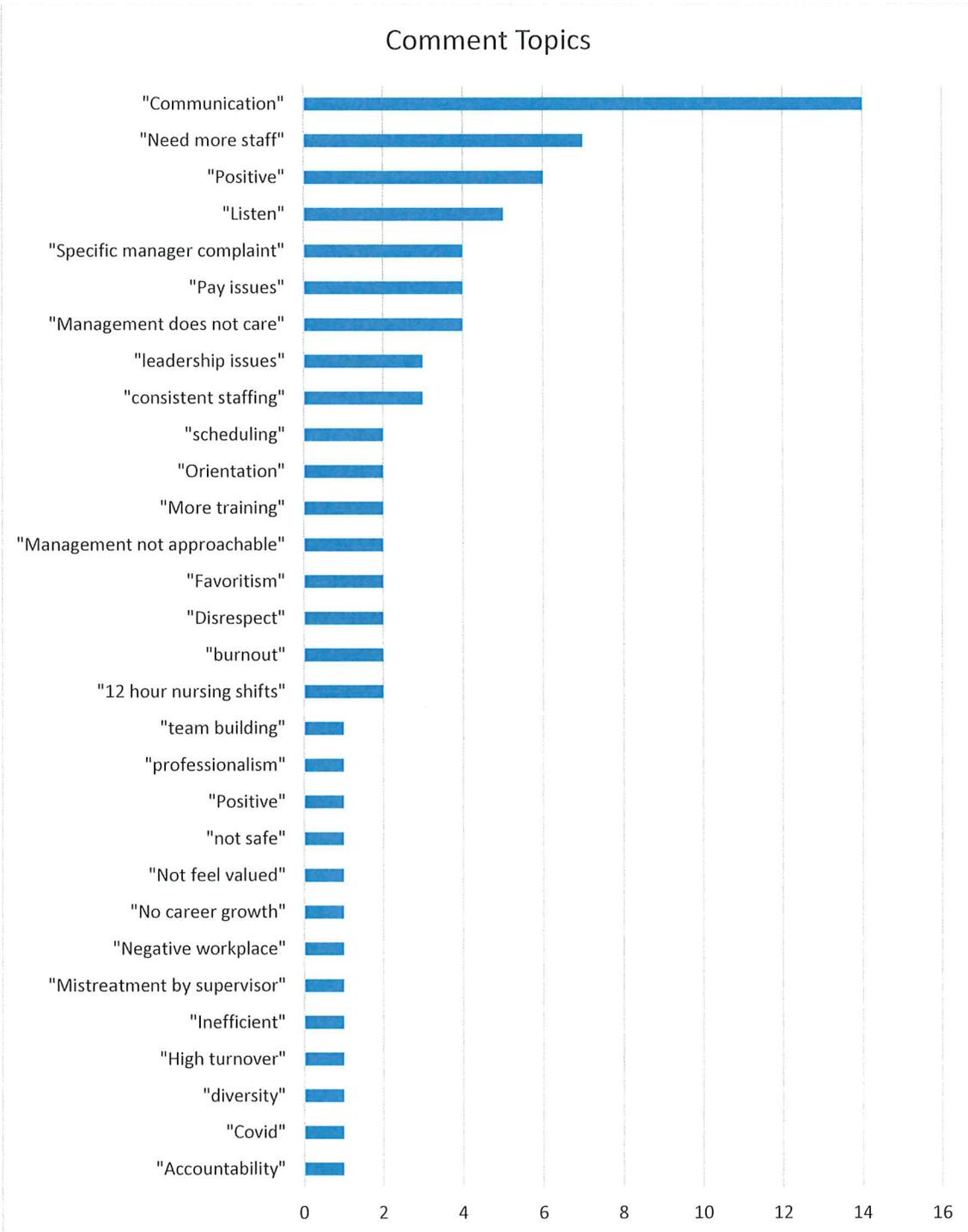


6. How long have you worked at this home?

● 0-6 months	40
● 7-18 months	36
● 19 months - 3 years	56
● More than 3 years	5



MVH at Chesterfield Township 2023 Employee Engagement Survey



MVH D.J. Jacobetti 2023 Employee Satisfaction Survey

47 Responses

209 Total Staff

22.5% Response Rate

1. Job Satisfaction

■ Strongly Disagree ■ Disagree ■ Neither
■ Not Applicable

My work has a positive impact on members' lives.

I feel the care I provide is appreciated by the members and their families.

My supervisor appreciates the work I do for members.

I have the resources and equipment necessary to perform my assignments well.

I would recommend this Home to my family and friends if they had a need for nursing...

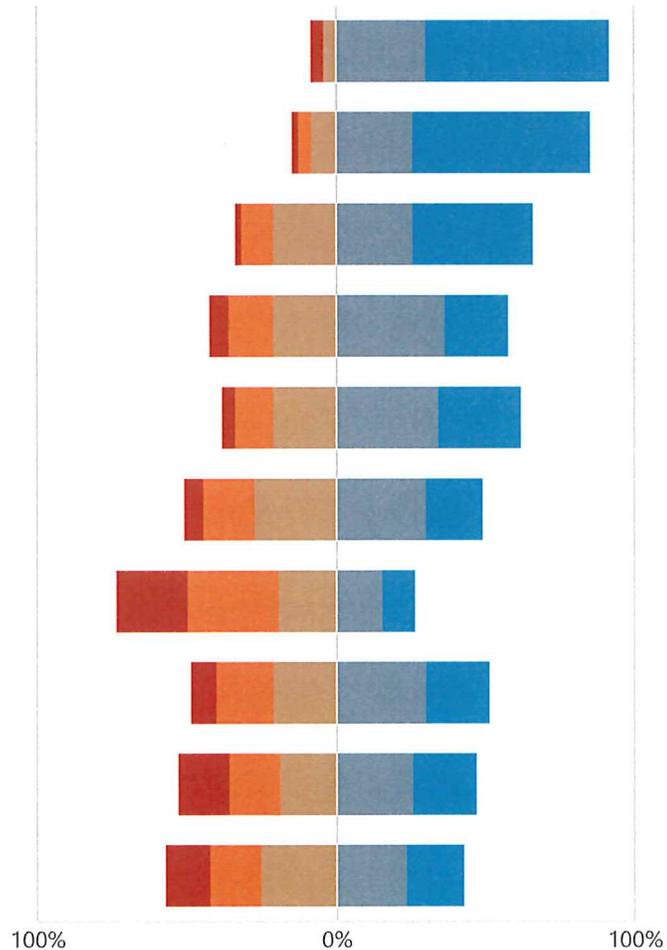
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My workplace is safe and well-maintained.

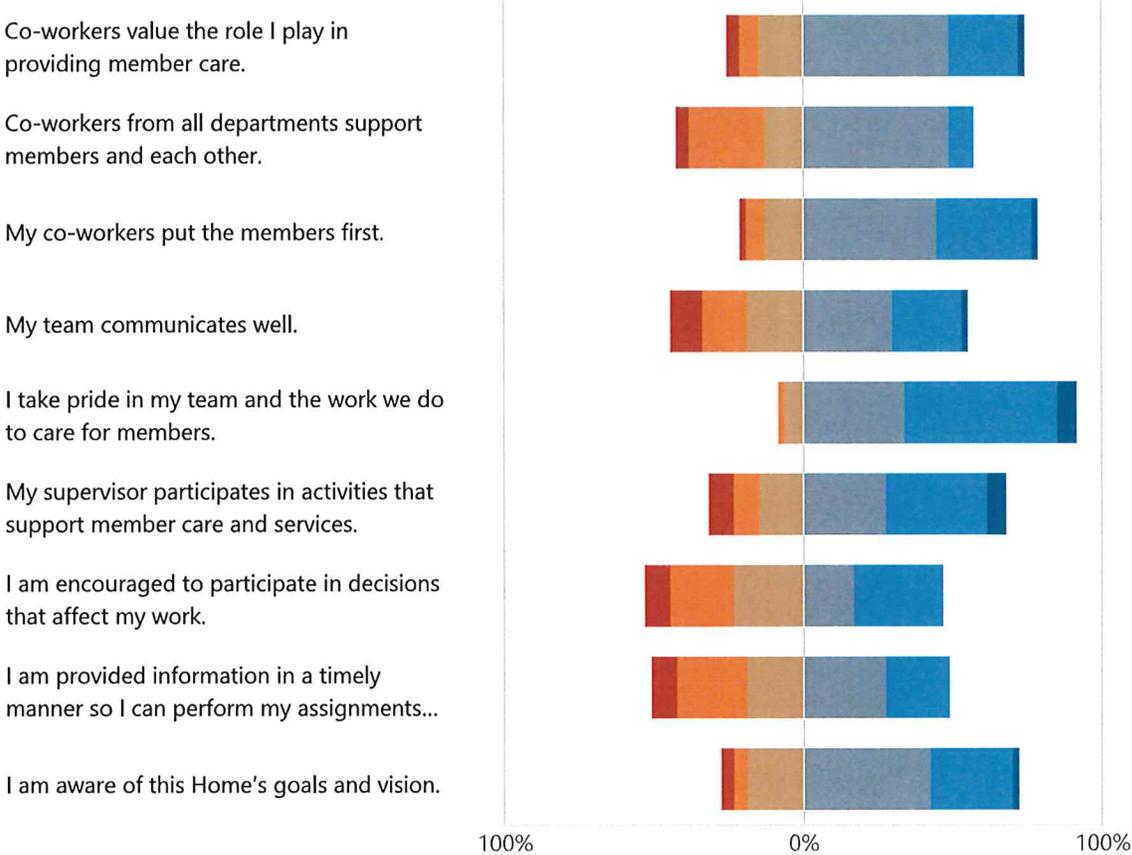
I feel that my pay is fair for the local community.

I feel supported in my career growth at the Home.



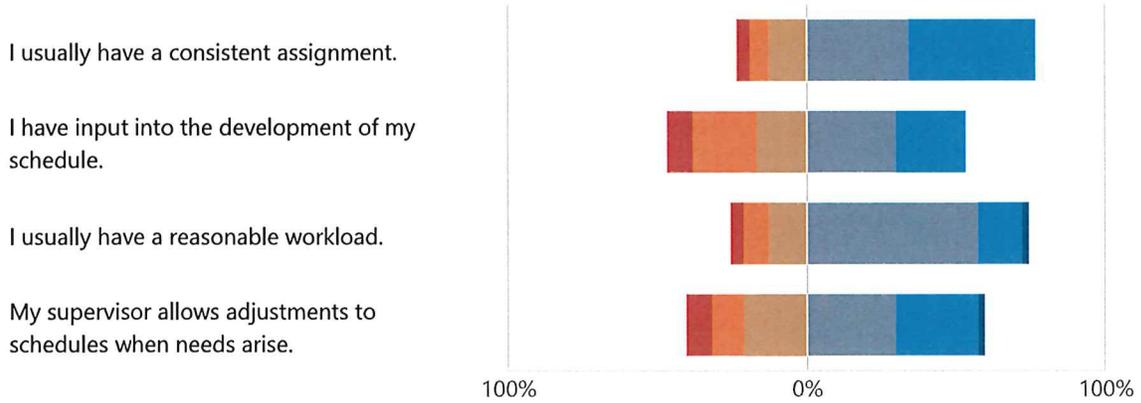
2. Team Building and Communication

■ Strongly Disagree
 ■ Disagree
 ■ Neither Agree nor Disagree
 ■ Agree
 ■ Strongly Agree
■ Not Applicable



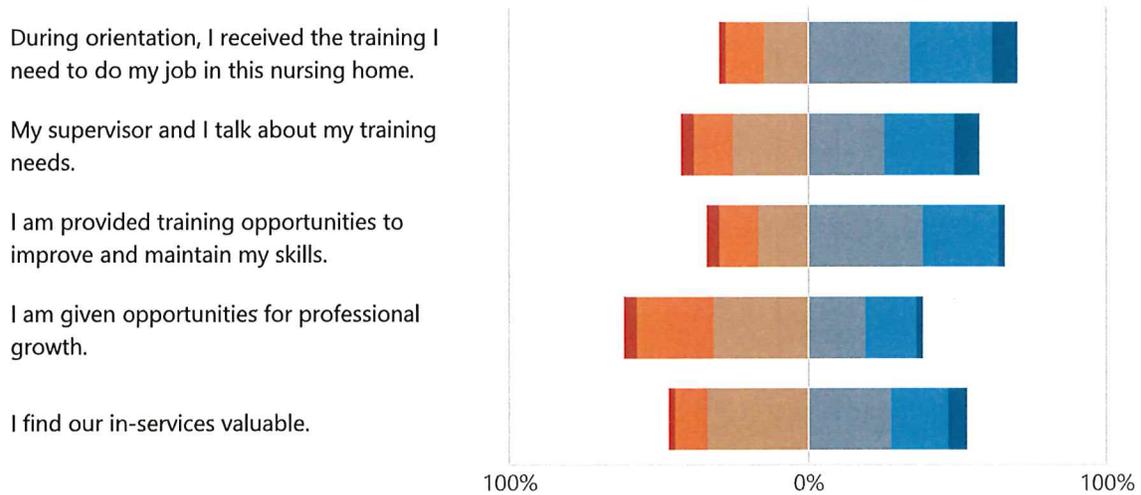
3. Scheduling and Staffing

■ Strongly Disagree
 ■ Disagree
 ■ Neither Agree nor Disagree
 ■ Agree
 ■ Strongly Agree
■ Not Applicable



4. Training

■ Strongly Disagree
 ■ Disagree
 ■ Neither Agree nor Disagree
 ■ Agree
 ■ Strongly Agree
■ Not Applicable



5. Management and Leadership

■ Strongly Disagree
 ■ Disagree
 ■ Neither Agree nor Disagree
 ■ Agree
 ■ Strongly Agree
■ Not Applicable

The Administrator is available and is open to speaking with me.

The Director of Nursing is available and is open to speaking with me.

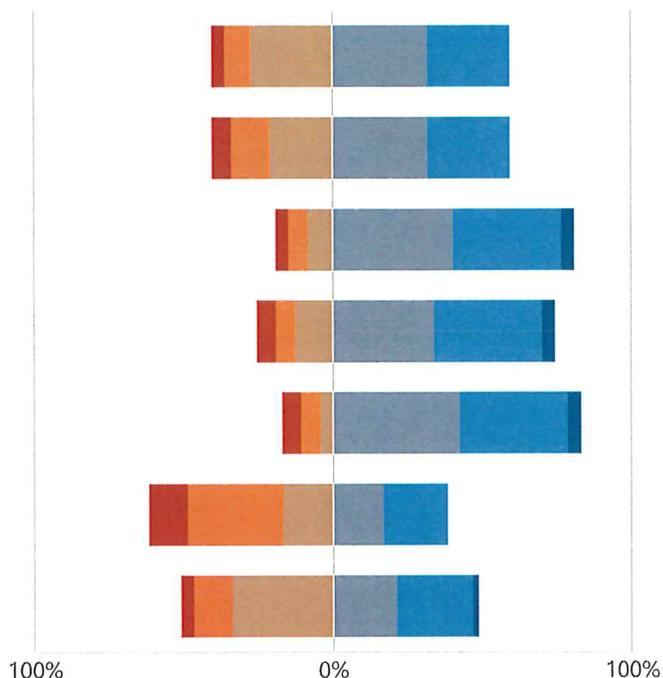
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My supervisor values my opinions.

My supervisor respects me and treats me fairly.

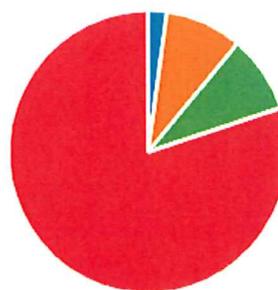
Leadership promotes a positive workplace.

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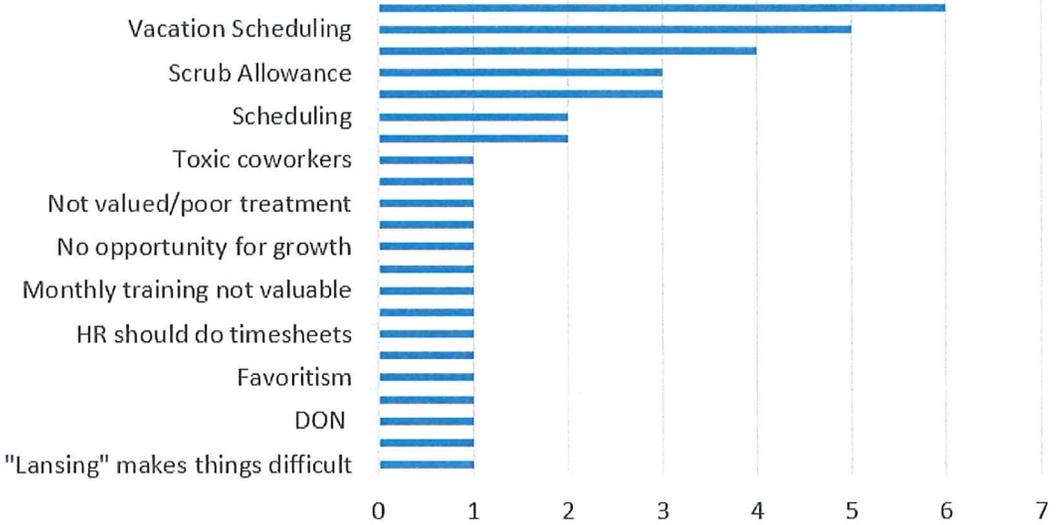


6. How long have you worked at this home?

● 0-6 months	1
● 7-18 months	4
● 19 months - 3 years	4
● More than 3 years	36



Comments - Key Ideas

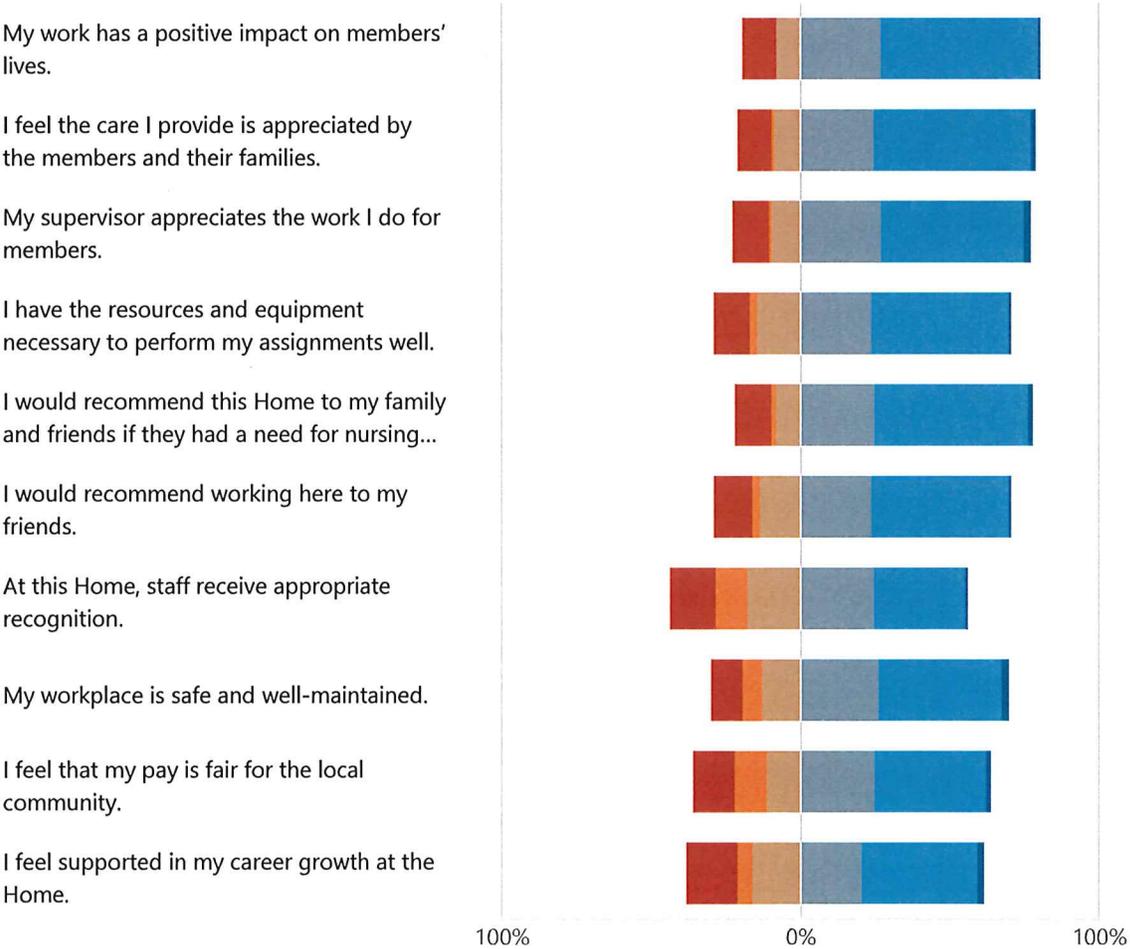


MVHGR 2023 EMPLOYEE SATISFACTION SURVEY

123 Responses 408 Employees 30.1% Response Rate

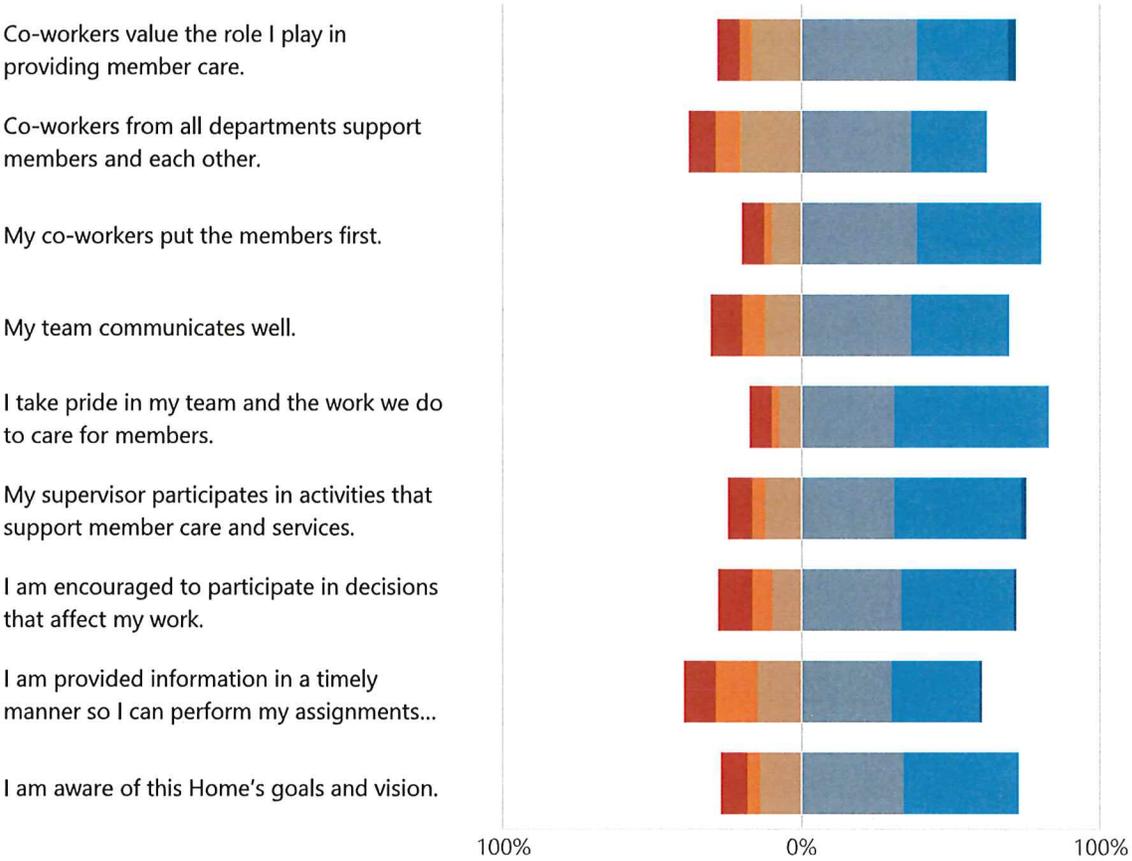
1. Job Satisfaction

■ Strongly Disagree
 ■ Disagree
 ■ Neithe
■ Not Applicable



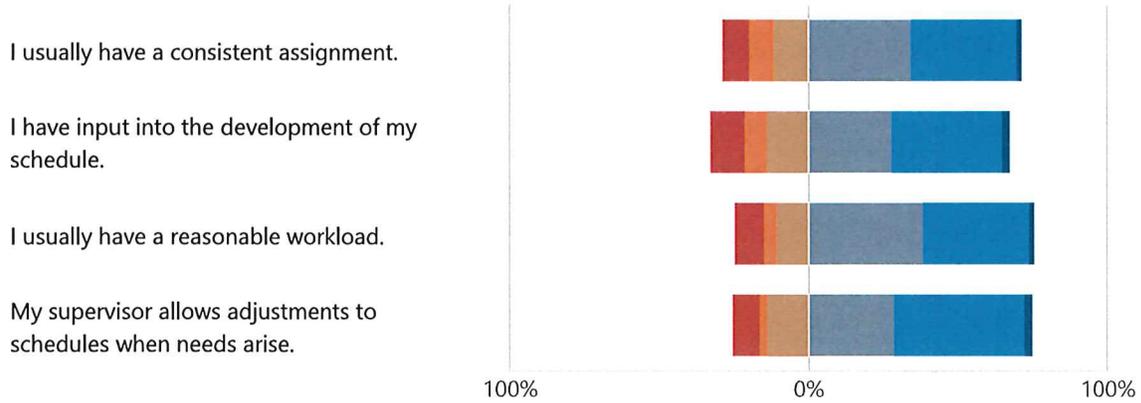
2. Team Building and Communication

■ Strongly Disagree
 ■ Disagree
 ■ Neither Agree nor Disagree
 ■ Agree
 ■ Strongly Agree
■ Not Applicable



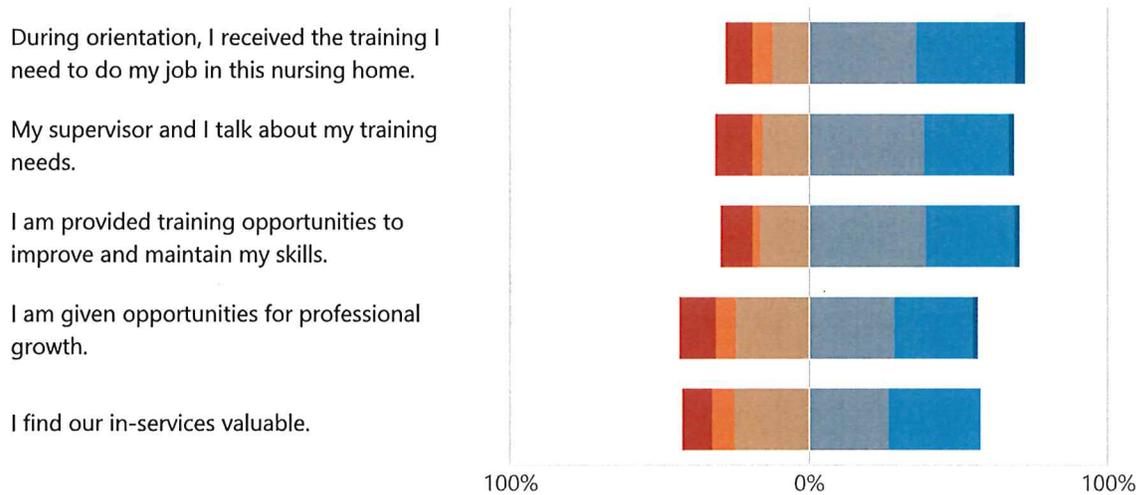
3. Scheduling and Staffing

■ Strongly Disagree
 ■ Disagree
 ■ Neither Agree nor Disagree
 ■ Agree
 ■ Strongly Agree
■ Not Applicable



4. Training

■ Strongly Disagree
 ■ Disagree
 ■ Neither Agree nor Disagree
 ■ Agree
 ■ Strongly Agree
■ Not Applicable



5. Management and Leadership

■ Strongly Disagree
 ■ Disagree
 ■ Neither Agree nor Disagree
 ■ Agree
 ■ Strongly Agree
■ Not Applicable

The Administrator is available and is open to speaking with me.

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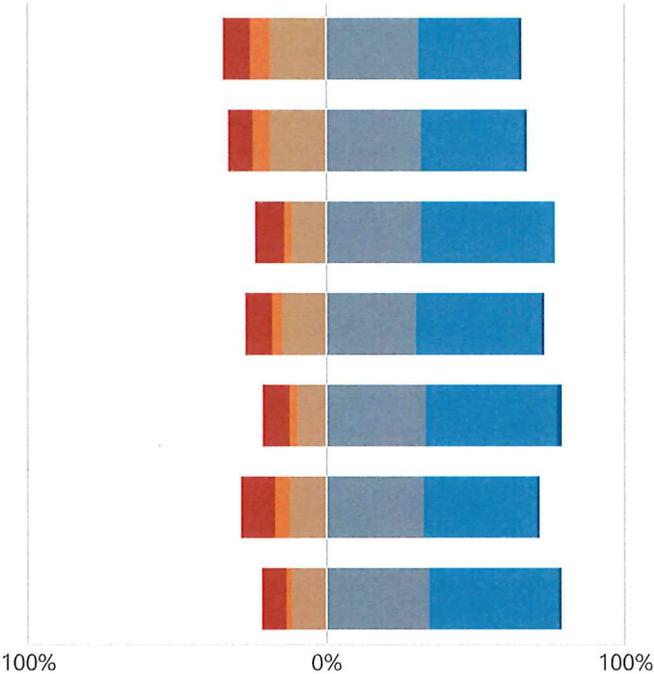
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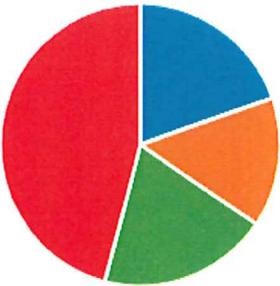
Leadership promotes a positive workplace.

Leadership is committed to diversity and inclusion.



6. How long have you worked at this home?

● 0-6 months 24
● 7-18 months 18
● 19 months - 3 years 24
● More than 3 years 56



Comments - Key Ideas

