



Community • Independence • Empowerment

Jeffrey W. Patton
Chief Executive Officer

www.iskzoo.org

Administrative Services

610 South Burdick Street
Kalamazoo, MI 49007
Phone: (269) 553-8000

Access Center

615 East Crosstown Parkway
Kalamazoo, MI 49001
Phone: (269) 373-6000
(888) 373-6200

Michigan Relay Center: 711

Integrated Health & Psychiatric Services

615 East Crosstown Parkway
Kalamazoo, MI 49001
Phone (Adults): (269) 553-7037
Phone (Youth): (269) 553-7078

Office of Recipient Rights

610 South Burdick Street
Kalamazoo, MI 49007
Phone: (269) 364-6920

Outpatient Services

2030 Portage Street
Kalamazoo, MI 49001
Phone: (269) 553-7132

Services for Adults with Mental Illness

2030 Portage Street
Kalamazoo, MI 49001
Phone: (269) 553-8000
(888) 373-6200

Services for Adults with Developmental Disabilities

418 West Kalamazoo Ave.
Kalamazoo, MI 49007
Phone: (269) 553-8060
Michigan Relay Center: 711

Services for Youth and Families

418 West Kalamazoo Ave.
Kalamazoo, MI 49007
Phone: (269) 553-7120

Substance Use Disorder Services

Phone: (800) 781-0353

Training

418 West Kalamazoo Ave.
Kalamazoo, MI 49007
Phone: (269) 364-6952

AGENDA

INTEGRATED Services of Kalamazoo BOARD HAS SCHEDULED ITS MEETING FOR MONDAY, January 24, 2022 BEGINNING @ 4:00PM via *Microsoft TEAMS*.

- I. CALL TO ORDER - CITY & COUNTY DECLARATION
- II. AGENDA
- III. CITIZEN TIME
- IV. RECIPIENT RIGHTS
 - a. Recipient Rights Monthly Report
 - b. Recipient Rights ANNUAL Report
- V. Special Presentation/*Amy Galick/ISK Manager, Analytics/VERBAL*
 - a. Kalamazoo County Community Health Needs Assessment for Behavioral Health and Developmental Disabilities 2021
- VI. FINANCIAL REPORTS
 - a. Financial Condition Report
 - b. Utilization Report
 - c. Investment Report
- VII. CHIEF EXECUTIVE OFFICER REPORT/*VERBAL*
 - a. CEO Report
- VIII. CITIZEN TIME
- IX. BOARD MEMBER TIME
 - a. SWMBH (Southwest Michigan Behavioral Health) Updates/
Erik Krogh
- X. ADJOURNMENT

V.a.

Office of Recipient Rights
Report to the Mental Health Board
On Complaints/Allegations
Closed in: December 2021

**Office of Recipient Rights Report to the Mental Health Board
Complaints/Allegations Closed in December 2021**

	December 2021	FY 21-22	December 2020	FY 20-21
Total # of Complaints Closed	34	88	22	96
Total # of Allegations Closed	64	164	42	168
Total # of Allegations Substantiated	18	46	17	39

The data below represents the total number of closed allegations and substantiations for the following categories:
Consumer Safety, Dignity/Respect of Consumer, Treatment Issues, and Abuse/Neglect.

ALLEGATIONS	December 2021		December 2020	
Category	TOTAL	SUBSTANTIATED	TOTAL	SUBSTANTIATED
Consumer Safety	3	1	0	0
Dignity/Respect of Consumer	6	1	5	0
Treatment Issues/Suitable Services (Including Person Centered Planning)	19	2	5	1
Abuse I	1	0	1	0
Abuse II	6	2	3	0
Abuse III	7	4	5	2
Neglect I	0	0	1	1
Neglect II	3	1	2	2
Neglect III	7	5	5	5
	52	16	27	11

APPEALS	December 2021	FY 21-22	December 2020	FY 20-21
Uphold Investigative Findings & Plan of Action	0	0	0	0
Return Investigation to ORR; Reopen or Reinvestigate	0	0	0	0
Uphold Investigative Findings but Recommend Respondent Take Additional or Different Action to Remedy the Violation	0	0	0	0
Request an External Investigation by the State ORR	0	0	0	0

ABUSE AND NEGLECT DEFINITIONS – SUMMARIZED

Abuse Class I means serious injury to the recipient by staff. Also, sexual contact between a staff and a recipient.

Abuse Class II means non-serious injury or exploitation to the recipient by staff and includes using unreasonable force, even if no injury results.

Abuse Class III means communication by staff to a recipient that is threatening or degrading. (such as; putting down, making fun of, insulting)

Neglect Class I means a serious injury occurred because a staff person DID NOT do something he or she should have done (an omission). It also includes failure to report apparent or suspected abuse I or neglect I of a recipient.

Neglect Class II means a non-serious injury occurred to a recipient because a staff person DID NOT do something he or she should have done (an omission). It also includes failure to report apparent or suspected abuse II or neglect II of a recipient

Neglect Class III means a recipient was put at risk of physical harm or sexual abuse because a staff person DID NOT do something he or she should have done per rule or guideline. It also includes failure to report apparent or suspected abuse III or neglect III of a recipient.

ORR ADDENDUM TO MH BOARD REPORT

January 2022

Re: December 2021 Abuse/Neglect Violations

December

Abuse Violations

- There were two substantiated Abuse II violations in December 2021.
 - The remedial actions for these violations were Employment Termination (1), Training (3), and Written Reprimand (3). There were 2 staff involved in one violation.

The 2 violations occurred at different agencies.

- There were four substantiated Abuse III violations in December 2021.
 - The remedial actions for these violations were Employment Termination (3), Training (1), and Written Reprimand (1). There were 2 staff involved in one violation.

The 4 violations occurred at 3 different agencies. Two of the violations occurred at the same agency and 2 different program sites.

Neglect Violations

- There was one substantiated Neglect II violation in December 2021.
 - The remedial actions for this violation were Training (4), and Written Reprimand (4). This violation was a Neglect II, Failure to Report violation.

- There were five substantiated Neglect III violations in December 2021.
 - The remedial actions for these violations were Pending (1), Training (3), and Written Reprimand (6). There were 2 staff involved in two of the violations.

The 5 violations occurred at 5 different agencies.