

IV.b.

Office of Recipient Rights
Report to the Mental Health Board
ORR Annual Report FY 23-24

Office of Recipient Rights Demographic Data

**Data Report Covering
October 1, 2023 through September 30, 2024**

CMH/LPH Name

Integrated Services of Kalamazoo

Rights Office Director Name

Lisa Smith

Unduplicated Count of Individuals Served (CMH)

9262

-or-

Number of Beds (LPH)

Staff Performing Recipient Rights Functions

Staff Name	Hours Per Week	Role
Lisa Smith	40	Investigation
Michele Schiebel	40	Investigation
Suzie Suchyta	40	Investigation
Briana Jackson	40	Investigation
Kate Koyak	40	Investigation
Annalise Murray	40	Investigation
Greg Paulsen	20	Other ORR Functio
Debby Lanning	40	Administration/Cle

Summary of Complaint Data by Category

Code	Category	Total Received	Investigation	Intervention	Substantiated
7221	Abuse Class I	5	5	0	2
72221	Abuse Class II - Nonaccidental Act	18	18	0	5
72222	Abuse Class II - Unreasonable Force	14	14	0	5
72223	Abuse Class II - Emotional Harm	0	0	0	0
72224	Abuse Class II - Treating as Incompetent	1	1	0	0
72225	Abuse Class II - Exploitation	15	15	0	7
7223	Abuse Class III	56	56	0	24
7224	Abuse Class I - Sexual Abuse	1	1	0	0
72251	Neglect Class I	2	2	0	0
72252	Neglect Class I - Failure to Report	1	1	0	1
72261	Neglect Class II	7	7	0	4
72262	Neglect Class II - Failure to Report	6	6	0	5
72271	Neglect Class III	91	91	0	54
72272	Neglect Class III - Failure to Report	15	15	0	13
7550	Rights Protection System	5	5	0	3
7555	Retaliation/Harassment	8	8	0	1
7040	Civil Rights	1	1	0	0
7044	Religious Practice	0	0	0	0
7045	Voting	0	0	0	0
7081	Mental Health Services Suited to Condition	121	106	15	22
7082	Safe, Sanitary, and Humane Treatment Environment	51	45	6	10
7083	Least Restrictive Setting	5	3	2	0
7084	Dignity and Respect	129	97	32	28
7100	Physical and Mental Exams	0	0	0	0
7110	Family Rights	26	25	1	3

Code	Category	Total Received	Investigation	Intervention	Substantiated
7120	Individual Written Plan of Service	2	2	0	1
7130	Choice of Physician/Mental Health Professional	1	1	0	0
7140	Notice of Clinical Status/Progress	0	0	0	0
7150	Services of a Mental Health Professional	1	1	0	1
7160	Surgery	0	0	0	0
7170	Electroconvulsive Therapy	0	0	0	0
7180	Psychotropic Drugs	0	0	0	0
7190	Medication Side Effects	0	0	0	0
7240	Fingerprints, Photographs, Audio Recordings, and Use of One-Way Glass	0	0	0	0
7249	Video Surveillance	0	0	0	0
7261	Communications - Visits	3	3	0	0
7262	Communications - Telephone	2	1	1	0
7263	Communications - Mail	1	1	0	0
7281	Personal Property - Possession and Use	14	12	2	5
7286	Personal Property - Limitations	0	0	0	0
7300	Safeguarding Money (State Hospitals Only)	0	0	0	0
7360	Labor and Compensation	0	0	0	0
7440	Freedom of Movement	5	3	2	0
7400	Restraint	0	0	0	0
7420	Seclusion	1	1	0	0
7460	Complete Record	0	0	0	0
7480	Disclosure of Confidential Information	17	15	2	6
7481	Withholding Confidential Information/Access Denial to Records	2	1	1	0
7490	Correction of Record	1	1	0	0
7500	Privileged Communication	0	0	0	0
0000	No Right Involved	25			
0001	Outside ORR Jurisdiction	29			

Substantiated Rights Violations and Remedial Action Taken

Complaint Category	Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Abuse Class I	Contracted	Employment Termination				
Abuse Class I	Contracted	Employment Termination				1
Abuse Class II - Exploitation	Contracted	Employment Termination	Policy Revision/Development			1
Abuse Class II - Exploitation	Contracted	Written Reprimand				
Abuse Class II - Exploitation	Contracted	Employment Termination	Training			
Abuse Class II - Exploitation	Contracted	Employment Termination				2
Abuse Class II - Exploitation	Contracted	Employment Termination	Training			
Abuse Class II - Exploitation	Contracted	Suspension	Written Reprimand			1
Abuse Class II - Exploitation	Contracted	Employee left the agency, but substantiated				
Abuse Class II - Nonaccidental Act	Contracted	Employment Termination				
Abuse Class II - Nonaccidental Act	Contracted	Suspension				1
Abuse Class II - Nonaccidental Act	Contracted	Written Reprimand	Training			
Abuse Class II - Nonaccidental Act	Contracted	Suspension	Written Reprimand			1
Abuse Class II - Nonaccidental Act	Contracted	Employment Termination	Training			1
Abuse Class II - Unreasonable Force	Contracted	Employment Termination				1
Abuse Class II - Unreasonable Force	Agency	Written Reprimand	Training		1	
Abuse Class II - Unreasonable Force	Contracted	Written Reprimand				1
Abuse Class II - Unreasonable Force	Contracted	Employee left the agency, but substantiated				1
Abuse Class II - Unreasonable Force	Contracted	Employment Termination				
Abuse Class III	Contracted	Written Reprimand	Training			

Complaint Category	Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Abuse Class III	Contracted	Staff Transfer	Written Reprimand			
Abuse Class III	Contracted	Employment Termination				1
Abuse Class III	Contracted	Suspension	Training			
Abuse Class III	Agency	Employment Termination				
Abuse Class III	Agency	Written Counseling	Training			
Abuse Class III	Contracted	Contract Action				
Abuse Class III	Contracted	Written Reprimand				
Abuse Class III	Contracted	Employment Termination				
Abuse Class III	Contracted	Employment Termination				
Abuse Class III	Agency	Written Reprimand				
Abuse Class III	Contracted	Written Reprimand	Training			1
Abuse Class III	Agency	Written Reprimand	Training			
Abuse Class III	Contracted	Employment Termination	Written Reprimand			1
Abuse Class III	Contracted	Contract Action				
Abuse Class III	Contracted	Written Reprimand	Training			
Abuse Class III	Agency	Verbal Counseling	Training			
Abuse Class III	Contracted	Employment Termination	Suspension			
Abuse Class III	Contracted	Employment Termination				1
Abuse Class III	Contracted	Written Reprimand	Training			1
Abuse Class III	Contracted	Written Reprimand	Training			
Abuse Class III	Contracted	Verbal Counseling	Written Reprimand			
Abuse Class III	Contracted	Employee left the agency, but substantiated	Written Reprimand			1
Abuse Class III	Contracted	Employee left the agency, but substantiated				

Complaint Category	Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Dignity and Respect	Agency	Verbal Counseling				
Dignity and Respect	Contracted	Verbal Counseling	Written Reprimand			
Dignity and Respect	Contracted	Verbal Counseling				1
Dignity and Respect	Contracted	Verbal Counseling	Training			
Dignity and Respect	Contracted	Training				
Dignity and Respect	Contracted	Employee left the agency, but substantiated	Training			
Dignity and Respect	Agency	Employment Termination				
Dignity and Respect	Agency	Verbal Counseling				
Dignity and Respect	Agency	Employee left the agency, but substantiated				
Dignity and Respect	Agency	Training				
Dignity and Respect	Agency	Verbal Counseling	Training			1
Dignity and Respect	Contracted	Training				
Dignity and Respect	Agency	Verbal Counseling				
Dignity and Respect	Contracted	Written Reprimand				1
Dignity and Respect	Contracted	Training				
Dignity and Respect	Contracted	Written Counseling	Training			
Dignity and Respect	Contracted	Employee left the agency, but substantiated				1
Dignity and Respect	Agency	Verbal Counseling				
Dignity and Respect	Agency	Verbal Counseling				
Dignity and Respect	Agency	Verbal Counseling				
Dignity and Respect	Agency	Written Counseling	Training			
Dignity and Respect	Agency	Verbal Counseling				

Complaint Category	Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Dignity and Respect	Contracted	Verbal Counseling				7
Dignity and Respect	Contracted	Employment Termination				1
Dignity and Respect	Contracted	Verbal Counseling				10
Dignity and Respect	Agency	Training				
Dignity and Respect	Agency	Written Reprimand				
Dignity and Respect	Contracted	Training				1
Dignity and Respect	Contracted	Written Counseling				1
Disclosure of Confidential Information	Contracted	Policy Revision/Development				1
Disclosure of Confidential Information	Contracted	Written Reprimand	Training			
Disclosure of Confidential Information	Contracted	Written Reprimand	Training			1
Disclosure of Confidential Information	Agency	Employment Termination	Written Reprimand			
Disclosure of Confidential Information	Agency	Training				
Disclosure of Confidential Information	Contracted	Training				
Family Rights	Agency	Training				
Family Rights	Agency	Employee left the agency, but substantiated				
Family Rights	Agency	Training	Written Counseling			
Individual Written Plan of Service	Agency	Verbal Counseling	Training			
Mental Health Services Suited to Condition	Agency	Training				
Mental Health Services Suited to Condition	Contracted	Training	Staff Transfer			
Mental Health Services Suited to Condition	Agency	Training				
Mental Health Services Suited to Condition	Contracted	Training	Policy Revision/Development			
Mental Health Services Suited to Condition	Agency	Training				

Complaint Category	Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Mental Health Services Suited to Condition	Agency	Training				
Mental Health Services Suited to Condition	Contracted	Written Reprimand				
Mental Health Services Suited to Condition	Agency	Employee left the agency, but substantiated	Policy Revision/Development			
Mental Health Services Suited to Condition	Contracted	Training				1
Mental Health Services Suited to Condition	Contracted	Written Reprimand				1
Mental Health Services Suited to Condition	Contracted	Training				
Mental Health Services Suited to Condition	Contracted	Training				
Mental Health Services Suited to Condition	Agency	Employee left the agency, but substantiated	Training			
Mental Health Services Suited to Condition	Contracted	Training				
Mental Health Services Suited to Condition	Contracted	Employment Termination	Training			
Mental Health Services Suited to Condition	Contracted	Pending				10
Mental Health Services Suited to Condition	Agency	Training				
Mental Health Services Suited to Condition	Contracted	Verbal Counseling	Training			1
Mental Health Services Suited to Condition	Contracted	Written Reprimand	Training			
Mental Health Services Suited to Condition	Contracted	Employee left the agency, but substantiated				
Mental Health Services Suited to Condition	Agency	Verbal Counseling	Training			
Mental Health Services Suited to Condition	Agency	Written Counseling	Training			
Mental Health Services Suited to Condition	Agency	Written Counseling				
Neglect Class I - Failure to Report	Contracted	Employment Termination	Training			
Neglect Class II	Contracted	Written Reprimand	Training			
Neglect Class II	Contracted	Written Reprimand	Training			1
Neglect Class II	Contracted	Written Reprimand	Training			

Complaint Category	Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Neglect Class II - Failure to Report	Contracted	Written Reprimand	Training			1
Neglect Class II - Failure to Report	Contracted	Written Reprimand				
Neglect Class II - Failure to Report	Contracted	Employment Termination	Written Reprimand			
Neglect Class II - Failure to Report	Contracted	Written Counseling	Training			
Neglect Class II - Failure to Report	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Suspension			
Neglect Class III	Contracted	Employee left the agency, but substantiated	Training			1
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Verbal Counseling				
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Agency	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Training			1
Neglect Class III	Contracted	Written Reprimand	Training			1
Neglect Class III	Contracted	Employee left the agency, but substantiated	Written Counseling			
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Contract Action				

Complaint Category	Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Employment Termination	Written Reprimand			
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Counseling				
Neglect Class III	Contracted	Written Reprimand				
Neglect Class III	Contracted	Contract Action				
Neglect Class III	Contracted	Written Reprimand				1
Neglect Class III	Contracted	Written Reprimand				1
Neglect Class III	Agency	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Contract Action				
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Training			1
Neglect Class III	Contracted	Employee left the agency, but substantiated	Training			
Neglect Class III	Contracted	Suspension				1
Neglect Class III	Agency	Written Reprimand	Training			1
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Training			

Complaint Category	Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Suspension			
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Written Reprimand	Training			1
Neglect Class III	Contracted	Employment Termination Employee left the agency, but substantiated	Training			
Neglect Class III	Contracted	Employment Termination Employee left the agency, but substantiated	Training			2
Neglect Class III	Agency	Written Counseling	Training			1
Neglect Class III	Contracted	Employment Termination				
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Agency	Suspension	Training			
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III	Contracted	Employee left the agency, but substantiated				1
Neglect Class III	Contracted	Written Reprimand	Training			
Neglect Class III - Failure to Report	Contracted	Written Reprimand				
Neglect Class III - Failure to Report	Contracted	Written Reprimand	Training			1
Neglect Class III - Failure to Report	Contracted	Written Reprimand	Training			
Neglect Class III - Failure to Report	Contracted	Written Reprimand	Training			
Neglect Class III - Failure to Report	Contracted	Written Reprimand	Training			
Neglect Class III - Failure to Report	Contracted	Written Reprimand	Training			
Neglect Class III - Failure to Report	Contracted	Written Reprimand	Training			
Neglect Class III - Failure to Report	Contracted	Written Reprimand	Training			
Neglect Class III - Failure to Report	Contracted	Written Reprimand	Training			
Neglect Class III - Failure to Report	Contracted	Written Reprimand	Training			
Neglect Class III - Failure to Report	Contracted	Written Reprimand	Training			
Neglect Class III - Failure to Report	Contracted	Written Reprimand	Training			

Complaint Category	Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Neglect Class III - Failure to Report	Contracted	Employee left the agency, but substantiated				
Neglect Class III - Failure to Report	Contracted	Employee left the agency, but substantiated	Training			2
Neglect Class III - Failure to Report	Contracted	Written Reprimand				
Personal Property - Possession and Use	Contracted	Policy Revision/Development				
Personal Property - Possession and Use	Contracted	Training				
Personal Property - Possession and Use	Contracted	Training	Policy Revision/Development			2
Personal Property - Possession and Use	Contracted	Verbal Counseling	Written Counseling			
Personal Property - Possession and Use	Contracted	Pending				1
Retaliation/Harassment	Agency	Written Counseling				
Rights Protection System	Contracted	Training	Policy Revision/Development			
Rights Protection System	Contracted	Training				1
Rights Protection System	Contracted	Employment Termination	Suspension			
Safe, Sanitary, and Humane Treatment Environment	Contracted	Training				
Safe, Sanitary, and Humane Treatment Environment	Contracted	Employee left the agency, but substantiated	Training			
Safe, Sanitary, and Humane Treatment Environment	Agency	Employment Termination				
Safe, Sanitary, and Humane Treatment Environment	Contracted	Employment Termination	Training			
Safe, Sanitary, and Humane Treatment Environment	Contracted	Written Reprimand				
Safe, Sanitary, and Humane Treatment Environment	Contracted	Training	Environmental Repair/Enhancement			1
Safe, Sanitary, and Humane Treatment Environment	Contracted	Written Reprimand				
Safe, Sanitary, and Humane Treatment Environment	Agency	Staff Transfer	Environmental Repair/Enhancement			1
Safe, Sanitary, and Humane Treatment Environment	Contracted	Employee left the agency, but substantiated	Written Reprimand			1
Safe, Sanitary, and Humane Treatment Environment	Contracted	Training				

Complaint Category	Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Services of a Mental Health Professional	Contracted	Policy Revision/Development	Training			
Neglect Class III	Contracted	Pending				
Neglect Class III	Contracted	Pending				
Rights Protection System	Contracted	Employee left the agency, but substantiated				1

Training Received by the Office of Recipient Rights

Staff Name	Training Category				Total
	I	II	III	IV	
Lisa Smith	22.25	4.5	0	6.5	33.25
Michele Schiebel	6	1.5	0	3	10.5
Suzie Suchyta	13	1.5	0	5.5	20
Briana Jackson	3	0	0	4	7
Kate Koyak	4.5	0	0	3	7.5
Annalise Murray	0	0	0	0	0
Greg Paulsen	0	0	0	0	0
Debby Lanning	0	0	0	0	0
	3	0	0	3	6
	0	0	0	0	0

Training Provided by the Office of Recipient Rights

Topic	Mode	Length	Number of attendees by type			
			Agency	Contracted	Recipient	Other
ORR Full Training	Instructor-Led (Virtual)	3.0	167	1613		
ORR Clerical Training	Instructor-Led (Virtual)	1.0	49	45		
Peer to Peer Training	Instructor-Led (In Person)	1.0		31		
Annual ORR Update Training	eLearning	1.5	50	1313		

Appeals

Allegation Appealed	Grounds for Appeal	Action	Final Decision
Retaliation/Harassment	Findings	Accepted Appeal	Upheld Investigative Findings
Disclosure of Confidential Information	Findings	Accepted Appeal	Upheld Investigative Findings
Least Restrictive Setting	Findings	Accepted Appeal	Upheld Investigative Findings
Mental Health Services Suited to Condition	Action Taken	Accepted Appeal	Upheld Investigative Findings
Personal Property - Possession and Use	Findings	Accepted Appeal	Upheld Investigative Findings
Dignity and Respect	Findings	Accepted Appeal	Upheld Investigative Findings
Mental Health Services Suited to Condition	Findings	Accepted Appeal	Upheld Investigative Findings
Mental Health Services Suited to Condition	Findings	Accepted Appeal	Upheld Investigative Findings
Neglect Class III	Findings	Accepted Appeal	Upheld Investigative Findings

Data Summary

Demographic Information

Reporting CMH/LPH	Integrated Services of Kalamazoo
Recipient Rights Office Director Name	Lisa Smith
Reporting Period	October 1, 2023 through September 30, 2024
Number of Rights Office Staff	8
Full Time Equivalents (FTEs)	7.5
Staff with an Investigative Role	6
FTEs for Investigation	6.00
Complaints per FTE	113.6666667

Complaint Data Summary

<i>Type</i>	<i>Received</i>	
All Allegations Received	682	
Allegations Received Subject to Investigation/Intervention	628	
Allegations Received with No Right Involved or Outside Jurisdiction	54	
Investigations Completed	564	
Interventions Completed	64	
Allegations Substantiated	200	
Percent of All Allegations Substantiated	32%	
<i>Highlighted Complaint Categories</i>	<i>Received</i>	<i>Substantiated</i>
Abuse I, II, III	110	43
Neglect I, II, III	122	77
Dignity and Respect	129	28
MH Services Suited to Condition	121	22
Individual Written Plan of Service	2	1
Disclosure of Confidential Information	17	6

Complaint Remediation

<i>Remediation Type</i>	<i>Total</i>	<i>Waiver Type</i>	<i>Total</i>
Verbal Counseling	20	SEDW	1
Written Counseling	13	CWP	0
Verbal Reprimand	0	HSW	82
Written Reprimand	83		
Suspension	10		
Demotion	0		
Staff Transfer	3		
Training	108		
Employment Termination	19		
Employee Left the Agency but Substantiated	20		
Contract Action	5		
Policy Revision/Development	8		
Environmental Repair/Enhancement	2		
Plan of Service Revision	0		
Recipient Transfer to Another Provider/Site	0		
Other	0		

None

0

Training Received by the Office of Recipient Rights

Training Categories	Hours
I - Operations	51.75
II - Legal Foundations	7.5
III - Leadership	0
IV - Augmented Training	25
Total	84.25

Training Provided by the Office of Recipient Rights

	Agency	Contracted	Recipient	Other
Instructor-Led (In Person)	0	31	0	0
Instructor-Led (Virtual)	216	1658	0	0
eLearning	50	1313	0	0
Video	0	0	0	0
Paper	0	0	0	0
Total	266	3002	0	0

Appeals

Grounds	Total
Findings	8
Action Taken	1
Timeliness	0
Decision	Total
Denied Appeal	0
Upheld Investigative Findings	9
Returned for Reinvestigation	0
Requested External Investigation	0
Take Additional Action	0
Address Timeliness Issues	0

Desired Outcomes and Progress Toward These Outcomes

Outcomes

Promote peer inclusion in the areas of peer to peer training, peer presence

Achieve internal timeline goal of investigative reports issued within 60 days

Recruit and retain skilled staff within the ORR in an effort to maintain the quality of work product within the ORR

Promote the ORR as a resource for consultation and technical assistance

Outcomes established for the Office of Recipient Rights for 2025

Promote peer inclusion in the areas of peer to peer training, peer presence

Achieve internal timeline goal of investigative reports issued within 60 days

Recruit and retain skilled staff within the ORR in an effort to maintain the quality of work product withi

Promote the ORR as a resource for consultation and technical assistance

Recommendations to the Governing Board

The Office of Recipient Rights and Recipient Rights Advisory Committee Recommends:

None

Director Attestation

(To be completed by the CMH/LPH Director)

I attest that I have reviewed this annual report and I am submitting it as required by law.

Name (sign or type below)

Jeff Patton *Jeff Patton*

DATE

12/18/2024



Community • Independence • Empowerment

Integrated Services of Kalamazoo MOTION

Subject:	Recipient Rights Advisory Committee	
Meeting Date:	January 27, 2025	Approval Date: <u>January 27, 2025</u>
Prepared by:	Lisa Smith	

Recommended Motion:

Appointment:
"I MOVE TO APPOINT THE FOLLOWING INDIVIDUAL TO THE RECIPIENT RIGHTS ADVISORY COMMITTEE (RRAC): ROBERT E. GREY FOR A TWO YEAR TERM (BEGINNING JANUARY 27, 2025 – JANUARY 27, 2027)."

Summary of Request

Budget: _____
Staff: LS

Date of Board
Consideration: January 27, 2025