



Community • Independence • Empowerment

Jeffrey W. Patton
Chief Executive Officer

www.iskzoo.org
(269) 553-8000

Administrative Services
610 South Burdick Street
Kalamazoo, MI 49007

AGENDA

INTEGRATED Services of Kalamazoo Board of Directors HAS SCHEDULED ITS MEETING FOR
MONDAY, January 26, 2026, BEGINNING @ 4:30PM via *Microsoft TEAMS* or in-person at
610 Burdick Street/Kalamazoo, MI., (2nd Floor/Board Conference Room).

- 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. PROGRAM SERVICE REPORT
 - a. *Lindsey O'Neil*, Director of Justice Services
 - b. *Teresa Moser*, Clinical Director of Emergency Services and Access, *MCR is AMAZING!*
 - c. *Tammie Natho*, Housing Supervisor, and *David Anderson*, Senior Executive/Housing and Facilities, HUD (*U.S. Department of Housing and Urban Development*) Grants
- VI. CONSENT CALENDAR/VERBAL MOTION
 - a. Minutes *November 24, 2025*
 - b. MISSION/VISION/VALUE STATEMENT (I.01) (Policy)
 - c. Bylaws and Rules of Procedure(I.02) (Policy)
 - d. ENDS Development Process (II.06) (Policy)
 - e. ENDS for Individual Served (IV.01) (Policy)
- VII. MONITORING REPORTS
 - a. Annual Board Planning Cycle - 2026 Schedule (II.08) (Policy & Report)
 - b. Quality Improvement Plan (Report)
 - c. Performance Measurement and Management Plan/**MOTION**
 - d. Strategic Plan (Report)
- VIII. FINANCIAL REPORTS
 - a. Financial Condition Report
 - b. Utilization Report
 - c. Investment Report
 - d. November & December 2025 Disbursement/**MOTION**
- IX. CHIEF EXECUTIVE OFFICER VERBAL REPORT
 - a. CEO Report

24-HOUR CRISIS HOTLINE or NON-EMERGENCY CLINICAL SERVICES: (269) 373-6000



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X. CITIZEN TIME

XI. ACKNOWLEDGEMENT of MERITORIOUS STATUS

a. *Ms. Kathy Huffman*, Retired from ISK after 28 years of service!

XII. BOARD MEMBER TIME

a. SWMBH (Southwest Michigan Behavioral Health) Updates/*Michael Seals*

XIII. ADJOURNMENT

IV.a.

Office of Recipient Rights
Report to the Mental Health Board
Closed in: November & December

Office of Recipient Rights Report to the Mental Health Board
Complaints/Allegations Closed in November 2025

	November 2025	FY 25-26	November 2024	FY 24-25
Total # of Complaints Closed	30	79	41	71
Total # of Allegations Closed	41	112	72	130
Total # of Allegations Substantiated	36	56	20	37

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	November 2025		November 2024	
Category	TOTAL	SUBSTANTIATED	TOTAL	SUBSTANTIATED
Consumer Safety	6	3	6	3
Dignity/Respect of Consumer	5	2	11	4
Treatment Issues/Suitable Services (Including Person Centered Planning)	4	0	14	3
Abuse I	0	0	0	0
Abuse II	4	2	4	1
Abuse III	4	0	5	2
Neglect I	0	0	0	0
Neglect II	0	0	0	0
Neglect III	8	7	9	5
	31	14	49	18

APPEALS	November 2025	FY 25-26	November 2024	FY 24-25
Uphold Investigative Findings & Plan of Action	1	1	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

December 2025

Re: November 2025 Abuse/Neglect Violations

November

Abuse Violations

- There were two substantiated Abuse II violation in November 2025.
 - The remedial action for these violations were Employment Termination (1), Written Reprimand (3), Training (3).

Neglect Violations

- There were seven substantiated Neglect III violations in November 2025.
 - The remedial actions for these violations were Written Reprimand (4), Written Counseling (1), Training (3), Staff Transfer (1), Policy Revision/Development (1) and Pending (1).

Three violations occurred at the same agency but different program sites. Another three violations occurred at the same agency but different program sites.

Office of Recipient Rights Report to the Mental Health Board
Complaints/Allegations Closed in December 2025

	December 2025	FY 25-26	December 2024	FY 24-25
Total # of Complaints Closed	43	122	35	106
Total # of Allegations Closed	52	164	59	180
Total # of Allegations Substantiated	9	64	19	56

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 2025		December 2024	
Category	TOTAL	SUBSTANTIATED	TOTAL	SUBSTANTIATED
Consumer Safety	5	2	3	0
Dignity/Respect of Consumer	4	0	9	2
Treatment Issues/Suitable Services (Including Person Centered Planning)	17	0	11	3
Abuse I	0	0	0	0
Abuse II	7	3	3	0
Abuse III	4	1	6	2
Neglect I	0	0	2	1
Neglect II	1	1	1	1
Neglect III	7	2	8	7
	45	9	43	16

APPEALS	December 2025	FY 25-26	December 2024	FY 24-25
Uphold Investigative Findings & Plan of Action	1	2	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 2026

Re: December 2025 Abuse/Neglect Violations

December

Abuse Violations

- There were three substantiated Abuse II violations in December 2025.
 - The remedial actions for these violations were Employment Termination (1), Employee left agency (1), Written Reprimand (3), Policy Revision/Development (3) and Training (2).

The 3 violations occurred at different agencies.

- There was one substantiated Abuse III violation in December 2025.
 - The remedial actions for these violations are Pending (1).

Neglect Violations

- There was one substantiated Neglect II violation in December 2025, and it was a Failure to Report.
 - The remedial action for this violation was Written Counseling (1).
- There were two substantiated Neglect III violations in December 2025.
 - The remedial actions for these violations were Written Counseling (1), Written Reprimand (1), and Training (1).

The 2 violations occurred at same agency but different program sites.

IV.b.

Office of Recipient Rights
Report to the Mental Health Board
ORR Annual Report FY 24-25

Data Summary

Demographic Information	
Reporting CMH/LPH	Integrated Services of Kalamazoo
Recipient Rights Office Director Name	Lisa Smith
Reporting Period	October 1, 2024 through September 30, 2025
Number of Rights Office Staff	9
Full Time Equivalents (FTEs)	9
Staff with an Investigative Role	7
FTEs for Investigation	7.00
Complaints per FTE	95.28571429

Complaint Data Summary		
<i>Type</i>	<i>Received</i>	
All Allegations Received	712	
Allegations Received Subject to Investigation/Intervention	667	
Allegations Received with No Right Involved or Outside Jurisdiction	45	
Investigations Completed	590	
Interventions Completed	77	
Allegations Substantiated	225	
Percent of All Allegations Substantiated	34%	
<i>Highlighted Complaint Categories</i>	<i>Received</i>	<i>Substantiated</i>
Abuse I, II, III	111	33
Neglect I, II, III	136	96
Dignity and Respect	140	31
MH Services Suited to Condition	141	29
Individual Written Plan of Service	3	2
Disclosure of Confidential Information	29	10

Complaint Remediation	
<i>Remediation Type</i>	<i>Total</i>
Verbal Counseling	20
Written Counseling	27
Verbal Reprimand	0
Written Reprimand	80
Suspension	3
Demotion	1
Staff Transfer	3
Training	138
Employment Termination	18
Employee Resigned	21
Contract Action	1
Policy Revision/Development	23
Environmental Repair/Enhancement	2
Plan of Service Revision	1
Recipient Transfer to Another Provider/Site	0
Other	0

None	0
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Training Received by the Office of Recipient Rights	
Training Categories	Hours
I - Operations	17.25
II - Legal Foundations	6
III - Leadership	7
IV - Augmented Training	29
Total	59.25

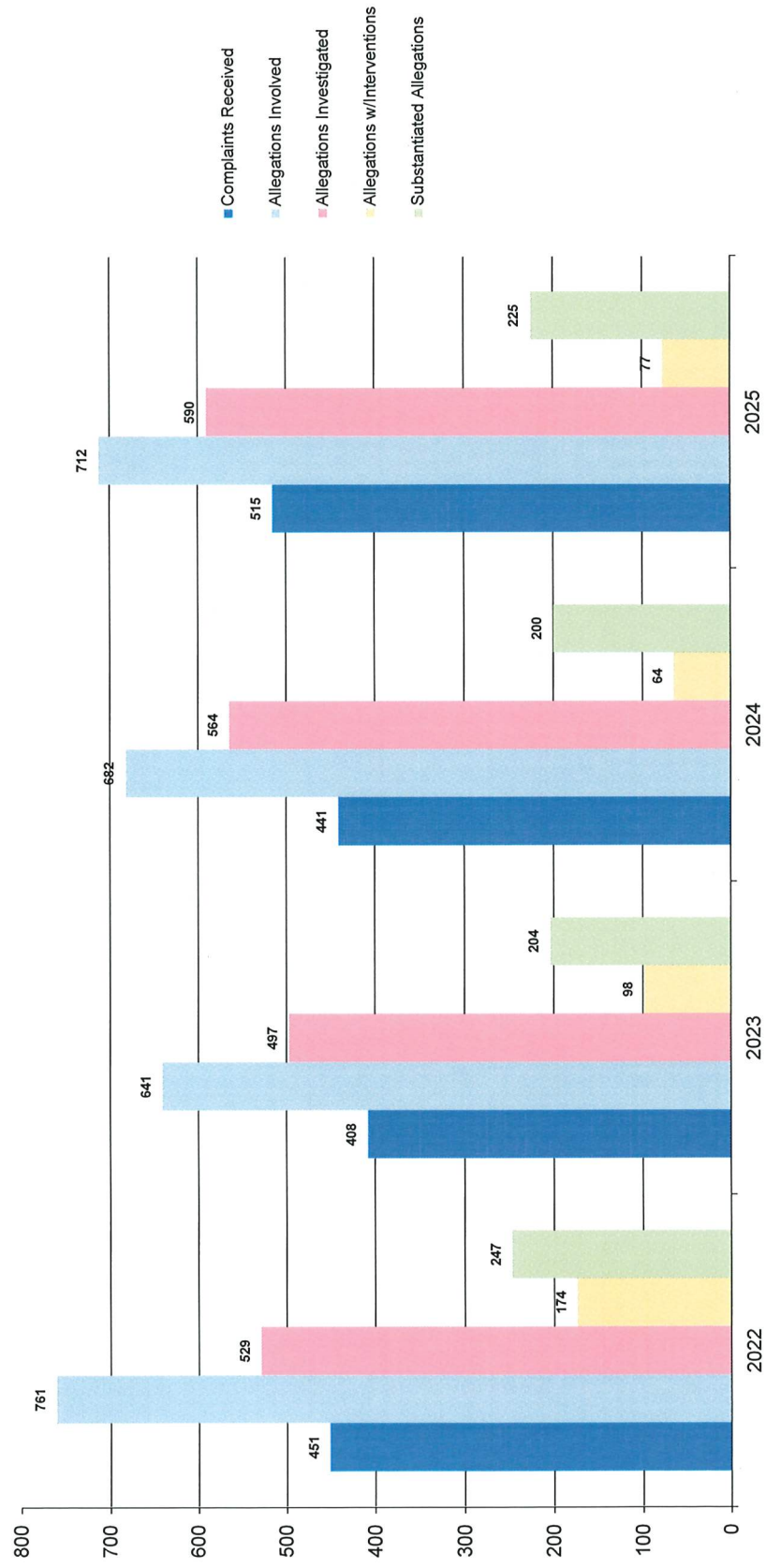
Training Provided by the Office of Recipient Rights				
	Agency	Contracted	Recipient	Other
Instructor-Led (In Person)	68	355	20	0
Instructor-Led (Virtual)	86	1454	0	0
eLearning	453	1710	0	0
Video	0	0	0	0
Paper	0	0	0	0
Total	607	3519	20	0

Appeals	
Grounds	Total
Findings	6
Action Taken	0
Timeliness	0
Decision	Total
Denied Appeal	0
Upheld Investigative Findings	6
Returned for Reinvestigation	0
Requested External Investigation	0
Take Additional Action	0
Address Timeliness Issues	0

2022 2023 2024 2025

Complaints Received	451	408	441	515
Allegations Involved	761	641	682	712
Allegations Investigated	529	497	564	590
Allegations w/Interventions	174	98	64	77
Substantiated Allegations	247	204	200	225

ISK Recipient Rights Complaints



Office of Recipient Rights Demographic Data

Data Report Covering
October 1, 2024 through September 30, 2025

Regarding the Current Status of Recipient Rights at

Integrated Services of Kalamazoo

Rights Office Director Name

Lisa Smith

Unduplicated Count of Individuals Served (CMH)

9564

-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
Suzy Humeau	40	Investigation
Mike Rocklin	40	Investigation
Greg Paulsen	40	Other ORR Function
Debby Lanning	40	Administration/ Clerical

Summary of Complaint Data by Category

Code	Category	Total Received	Investigation	Intervention	Substantiated
7221	Abuse Class I	1	1		0
7224	Abuse Class I Sexual Abuse	11	11		1
72221	Abuse Class II Nonaccidental Act	8	8		2
72222	Abuse Class II Unreasonable Force	26	26		11
72223	Abuse Class II Emotional Harm	1	1		1
72224	Abuse Class II Treating as Incompetent	0	0		0
72225	Abuse Class II Exploitation	16	16		6
7223	Abuse Class III	48	48		12
72251	Neglect Class I	0	0		0
72252	Neglect Class I Failure to Report	3	3		3
72261	Neglect Class II	9	9		4
72262	Neglect Class II Failure to Report	11	11		10
72271	Neglect Class III	104	104		70
72272	Neglect Class III Failure to Report	9	9		9
7040	Civil Rights	0	0	0	0
7044	Religious Practice	0	0	0	0
7045	Voting	0	0	0	0
7081	Mental Health Services Suited to Condition	141	124	17	29
7082	Safe Sanitary and Humane Treatment Environment	44	31	13	9
7083	Least Restrictive Setting	2	2	0	0
7084	Dignity and Respect	140	112	28	31
7100	Physical and Mental Exams	0	0	0	0
7110	Family Rights	15	15	0	7
7120	Individual Written Plan of Service	3	3	0	2
7130	Choice of Physician or Mental Health Professional	2	2	0	0

Code	Category	Total Received	Investigation	Intervention	Substantiated
7140	Notice of Clinical Status and Progress	0	0	0	0
7150	Services of a Mental Health Professional	0	0	0	0
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 Recordings	0	0	0	0
7249	Video Surveillance	0	0	0	0
7261	Visits	2	2	0	0
7262	Telephone	7	5	2	0
7263	Mail	2	1	1	0
7281	Possession and Use of Personal Property	19	11	8	4
7286	Limitations on Personal Property	2	2	0	1
7300	Safeguarding Money (State Hospitals Only)	0	0	0	0
7360	Labor and Compensation	0	0	0	0
7440	Freedom of Movement	6	4	2	3
7400	Restraint	0	0	0	0
7420	Seclusion	3	3	0	0
7460	Complete Record	1	0	1	0
7480	Disclosure of Confidential Information	29	25	4	10
7481	Access Denial to Confidential Information	1	0	1	0
7490	Correction of Record	1	1	0	0
7500	Privileged Communication	0	0	0	0
0000	No Right Involved	20			
0001	Outside ORR Jurisdiction	25			

Substantiated Rights Violations and Remedial Action Taken

Complaint Category	Service Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Abuse Class I Sexual Abuse	Direct Hire	Employment Termination				
Abuse Class II Emotional Harm	Contracted Provider	Staff Transfer	Suspension			
Abuse Class II Exploitation	Contracted Provider	Written Reprimand	Training			1
Abuse Class II Exploitation	Contracted Provider	Written Reprimand				1
Abuse Class II Exploitation	Contracted Provider	Employment Termination	Training			
Abuse Class II Exploitation	Contracted Provider	Employment Termination	Written Counseling			2
Abuse Class II Exploitation	Contracted Provider	Employment Termination	Training			
Abuse Class II Nonaccidental Act	Contracted Provider	Employment Termination	Training			
Abuse Class II Nonaccidental Act	Contracted Provider	Employment Termination				3
Abuse Class II Unreasonable Force	Contracted Provider	Employee Resigned				
Abuse Class II Unreasonable Force	Contracted Provider	Written Reprimand	Training			1
Abuse Class II Unreasonable Force	Contracted Provider	Written Reprimand	Training			1
Abuse Class II Unreasonable Force	Contracted Provider	Written Counseling	Training			2
Abuse Class II Unreasonable Force	Contracted Provider	Written Reprimand				1
Abuse Class II Unreasonable Force	Contracted Provider	Written Reprimand	Training			3
Abuse Class II Unreasonable Force	Contracted Provider	Employment Termination	Training			
Abuse Class II Unreasonable Force	Contracted Provider	Employment Termination	Training			1
Abuse Class II Unreasonable Force	Contracted Provider	Employment Termination	Training			
Abuse Class II Unreasonable Force	Contracted Provider	Employee Resigned	Training			
Abuse Class II Unreasonable Force	Contracted Provider	Employment Termination	Written Reprimand			1
Abuse Class III	Direct Hire	Written Reprimand				
Abuse Class III	Contracted Provider	Employee Resigned	Training			

Complaint Category	Service Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Abuse Class III	Contracted Provider	Written Reprimand	Training			1
Abuse Class III	Contracted Provider	Employment Termination	Training			1
Abuse Class III	Contracted Provider	Employee Resigned				
Abuse Class III	Contracted Provider	Written Reprimand	Training			
Abuse Class III	Contracted Provider	Employment Termination				
Abuse Class III	Contracted Provider	Employment Termination	Policy Revision/Development			
Abuse Class III	Contracted Provider	Employment Termination	Training			
Abuse Class III	Contracted Provider	Written Reprimand	Training			1
Abuse Class III	Contracted Provider	Employment Termination				1
Abuse Class III	Contracted Provider	Written Reprimand	Training			
Dignity and Respect	Direct Hire	Policy Revision/Development				
Dignity and Respect	Contracted Provider	Written Counseling				
Dignity and Respect	Direct Hire	Training				
Dignity and Respect	Contracted Provider	Employee Resigned				1
Dignity and Respect	Direct Hire	Verbal Counseling	Training			
Dignity and Respect	Contracted Provider	Verbal Counseling				1
Dignity and Respect	Direct Hire	Training				
Dignity and Respect	Direct Hire	Written Counseling	Training			
Dignity and Respect	Contracted Provider	Written Counseling	Training			
Dignity and Respect	Contracted Provider	Verbal Counseling	Training			
Dignity and Respect	Contracted Provider	Training				
Dignity and Respect	Contracted Provider	Written Reprimand	Training			

Complaint Category	Service Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Dignity and Respect	Contracted Provider	Training				
Dignity and Respect	Direct Hire	Verbal Counseling	Training			
Dignity and Respect	Contracted Provider	Training				
Dignity and Respect	Contracted Provider	Employee Resigned	Training			
Dignity and Respect	Contracted Provider	Employee Resigned	Training			1
Dignity and Respect	Contracted Provider	Written Reprimand	Training			
Dignity and Respect	Direct Hire	Training	Policy Revision/Development			
Dignity and Respect	Contracted Provider	Verbal Counseling	Training			
Dignity and Respect	Contracted Provider	Verbal Counseling	Policy Revision/Development			
Dignity and Respect	Contracted Provider	Employment Termination				1
Dignity and Respect	Contracted Provider	Employment Termination				
Dignity and Respect	Contracted Provider	Employee Resigned				1
Dignity and Respect	Contracted Provider	Written Reprimand	Training			
Dignity and Respect	Contracted Provider	Training				1
Dignity and Respect	Direct Hire	Training				
Dignity and Respect	Contracted Provider	Training	Policy Revision/Development			
Dignity and Respect	Direct Hire	Verbal Counseling	Training			
Dignity and Respect	Contracted Provider	Employment Termination				1
Dignity and Respect	Contracted Provider	Written Reprimand	Staff Transfer			
Disclosure of Confidential Information	Direct Hire	Written Counseling	Training			
Disclosure of Confidential Information	Contracted Provider	Written Reprimand	Training			
Disclosure of Confidential Information	Direct Hire	Written Counseling	Training			

Complaint Category	Service Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Disclosure of Confidential Information	Direct Hire	Written Counseling	Training			
Disclosure of Confidential Information	Contracted Provider	Verbal Counseling	Training			
Disclosure of Confidential Information	Contracted Provider	Employment Termination				3
Disclosure of Confidential Information	Direct Hire	Policy Revision/Development				
Disclosure of Confidential Information	Contracted Provider	Employee Resigned	Training			
Disclosure of Confidential Information	Contracted Provider	Training				
Disclosure of Confidential Information	Contracted Provider	Verbal Counseling	Training			
Family Rights	Direct Hire	Written Counseling	Training			
Family Rights	Direct Hire	Training				
Family Rights	Direct Hire	Training	Policy Revision/Development			
Family Rights	Contracted Provider	Training	Policy Revision/Development			
Family Rights	Direct Hire	Training	Policy Revision/Development			
Family Rights	Direct Hire	Written Reprimand	Training			
Family Rights	Direct Hire	Training				
Limitations on Personal Property	Contracted Provider	Policy Revision/Development				1
Freedom of Movement	Contracted Provider	Employment Termination	Training			
Freedom of Movement	Contracted Provider	Employment Termination				3
Freedom of Movement	Contracted Provider	Training	Policy Revision/Development			
Individual Written Plan of Service	Direct Hire	Training				
Individual Written Plan of Service	Contracted Provider	Plan of Service Revision	Training			
Mental Health Services Suited to Condition	Direct Hire	Written Counseling	Training			
Mental Health Services Suited to Condition	Direct Hire	Policy Revision/Development				

Complaint Category	Service Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Mental Health Services Suited to Condition	Direct Hire	Verbal Counseling	Training			
Mental Health Services Suited to Condition	Contracted Provider	Employment Termination	Training			1
Mental Health Services Suited to Condition	Contracted Provider	Training				
Mental Health Services Suited to Condition	Contracted Provider	Training				1
Mental Health Services Suited to Condition	Contracted Provider	Training				
Mental Health Services Suited to Condition	Direct Hire	Training				
Mental Health Services Suited to Condition	Direct Hire	Training	Policy Revision/Development			
Mental Health Services Suited to Condition	Contracted Provider	Training				
Mental Health Services Suited to Condition	Direct Hire	Verbal Counseling	Training			
Mental Health Services Suited to Condition	Contracted Provider	Training				
Mental Health Services Suited to Condition	Contracted Provider	Training	Environmental Repair/Enhancement			1
Mental Health Services Suited to Condition	Contracted Provider	Training				
Mental Health Services Suited to Condition	Contracted Provider	Training				
Mental Health Services Suited to Condition	Direct Hire	Verbal Counseling	Training			
Mental Health Services Suited to Condition	Contracted Provider	Training				1
Mental Health Services Suited to Condition	Contracted Provider	Training				
Mental Health Services Suited to Condition	Contracted Provider	Verbal Counseling	Training			
Mental Health Services Suited to Condition	Contracted Provider	Verbal Counseling	Training			
Mental Health Services Suited to Condition	Contracted Provider	Verbal Counseling	Training			
Mental Health Services Suited to Condition	Contracted Provider	Verbal Counseling	Training			
Mental Health Services Suited to Condition	Contracted Provider	Verbal Counseling	Training			
Mental Health Services Suited to Condition	Direct Hire	Training				1
Mental Health Services Suited to Condition	Direct Hire	Verbal Counseling				
Mental Health Services Suited to Condition	Direct Hire	Verbal Counseling				
Mental Health Services Suited to Condition	Direct Hire	Verbal Counseling				
Mental Health Services Suited to Condition	Contracted Provider	Written Reprimand	Training			1
Mental Health Services Suited to Condition	Contracted Provider	Training				

Complaint Category	Service Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Mental Health Services Suited to Condition	Contracted Provider	Training				3
Mental Health Services Suited to Condition	Contracted Provider	Training				
Mental Health Services Suited to Condition	Direct Hire	Policy Revision/Development				
Mental Health Services Suited to Condition	Direct Hire	Verbal Counseling	Training			
Mental Health Services Suited to Condition	Direct Hire	Verbal Counseling	Training			
Neglect Class I Failure to Report	Contracted Provider	Written Reprimand				1
Neglect Class I Failure to Report	Contracted Provider	Written Counseling				
Neglect Class I Failure to Report	Contracted Provider	Written Counseling	Policy Revision/Development			
Neglect Class II	Contracted Provider	Employee Resigned				
Neglect Class II	Contracted Provider	Written Counseling				
Neglect Class II	Contracted Provider	Written Counseling				
Neglect Class II	Contracted Provider	Employment Termination	Training			1
Neglect Class II Failure to Report	Contracted Provider	Written Reprimand				
Neglect Class II Failure to Report	Contracted Provider	Employee Resigned				
Neglect Class II Failure to Report	Contracted Provider	Written Reprimand	Training			
Neglect Class II Failure to Report	Contracted Provider	Written Counseling	Training			
Neglect Class II Failure to Report	Contracted Provider	Written Reprimand	Written Counseling			
Neglect Class II Failure to Report	Contracted Provider	Employee Resigned	Written Reprimand			
Neglect Class II Failure to Report	Contracted Provider	Written Reprimand				1
Neglect Class II Failure to Report	Contracted Provider	Written Counseling				2
Neglect Class II Failure to Report	Contracted Provider	Written Reprimand	Training			2
Neglect Class II Failure to Report	Contracted Provider	Employment Termination	Written Reprimand			3

Complaint Category	Service Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Neglect Class III	Contracted Provider	Employment Termination	Training			
Neglect Class III	Contracted Provider	Written Reprimand	Training			
Neglect Class III	Contracted Provider	Written Counseling	Written Reprimand			
Neglect Class III	Contracted Provider	Written Reprimand	Training			
Neglect Class III	Contracted Provider	Written Reprimand	Training			1
Neglect Class III	Contracted Provider	Written Reprimand				
Neglect Class III	Direct Hire	Employee Resigned	Written Reprimand			1
Neglect Class III	Contracted Provider	Written Reprimand	Training			2
Neglect Class III	Contracted Provider	Written Reprimand	Training			6
Neglect Class III	Contracted Provider	Written Reprimand				
Neglect Class III	Contracted Provider	Written Reprimand	Training			1
Neglect Class III	Contracted Provider	Employment Termination	Training			1
Neglect Class III	Contracted Provider	Written Reprimand	Training			
Neglect Class III	Contracted Provider	Suspension				
Neglect Class III	Contracted Provider	Written Reprimand	Training			0
Neglect Class III	Contracted Provider	Written Reprimand				
Neglect Class III	Contracted Provider	Contract Action	Policy Revision/Development			
Neglect Class III	Contracted Provider	Written Reprimand	Training			
Neglect Class III	Contracted Provider	Written Reprimand	Training			
Neglect Class III	Contracted Provider	Written Reprimand				1
Neglect Class III	Contracted Provider	Written Counseling	Training			
Neglect Class III	Contracted Provider	Employee Resigned	Written Reprimand			

Complaint Category	Service Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Neglect Class III	Contracted Provider	Employee Resigned	Training			2
Neglect Class III	Contracted Provider	Written Reprimand				
Neglect Class III	Contracted Provider	Demotion	Training			
Neglect Class III	Contracted Provider	Written Reprimand	Training			1
Neglect Class III	Contracted Provider	Employee Resigned				
Neglect Class III	Contracted Provider	Written Counseling	Training			
Neglect Class III	Contracted Provider	Written Reprimand				
Neglect Class III	Contracted Provider	Employee Resigned	Written Reprimand			
Neglect Class III	Contracted Provider	Employee Resigned	Written Reprimand			
Neglect Class III	Contracted Provider	Written Counseling	Training			1
Neglect Class III	Contracted Provider	Employment Termination	Written Reprimand			2
Neglect Class III	Contracted Provider	Written Reprimand	Training			1
Neglect Class III	Contracted Provider	Written Reprimand	Training			
Neglect Class III	Contracted Provider	Written Counseling				
Neglect Class III	Contracted Provider	Written Reprimand	Training			
Neglect Class III	Contracted Provider	Written Reprimand	Training			
Neglect Class III	Contracted Provider	Written Reprimand				
Neglect Class III	Contracted Provider	Written Reprimand	Policy Revision/Development			1
Neglect Class III	Contracted Provider	Written Reprimand				
Neglect Class III	Contracted Provider	Written Counseling	Training			
Neglect Class III	Contracted Provider	Employment Termination	Training			1
Neglect Class III	Contracted Provider	Employment Termination				1

Complaint Category	Service Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Neglect Class III	Contracted Provider	Employment Termination				4
Neglect Class III	Contracted Provider	Written Reprimand	Training			
Neglect Class III	Contracted Provider	Written Reprimand	Policy Revision/Development			
Neglect Class III	Contracted Provider	Written Reprimand	Training			
Neglect Class III	Contracted Provider	Written Counseling				
Neglect Class III	Direct Hire	Written Reprimand				
Neglect Class III	Contracted Provider	Written Counseling	Training			1
Neglect Class III	Contracted Provider	Written Reprimand	Training			1
Neglect Class III	Contracted Provider	Employee Resigned				1
Neglect Class III	Contracted Provider	Written Reprimand	Training			1
Neglect Class III	Contracted Provider	Employment Termination				
Neglect Class III	Contracted Provider	Written Counseling	Training			
Neglect Class III	Contracted Provider	Written Reprimand	Training			1
Neglect Class III	Contracted Provider	Written Counseling				
Neglect Class III	Contracted Provider	Written Reprimand				1
Neglect Class III	Direct Hire	Written Reprimand				1
Neglect Class III	Contracted Provider	Written Reprimand				1
Neglect Class III	Contracted Provider	Written Reprimand				1
Neglect Class III	Contracted Provider	Written Reprimand				1
Neglect Class III	Contracted Provider	Written Reprimand				1
Neglect Class III	Contracted Provider	Written Reprimand				1
Neglect Class III	Contracted Provider	Written Reprimand				1
Neglect Class III	Contracted Provider	Written Reprimand	Training			1
Neglect Class III	Contracted Provider	Written Counseling	Training			1
Neglect Class III	Direct Hire	Demotion	Policy Revision/Development			1

Complaint Category	Service Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Neglect Class III	Contracted Provider	Written Reprimand	Training			
Neglect Class III	Contracted Provider	Written Reprimand				
Neglect Class III	Contracted Provider	Written Counseling	Training			
Neglect Class III	Contracted Provider	Written Reprimand	Training			
Neglect Class III Failure to Report	Contracted Provider	Written Reprimand				
Neglect Class III Failure to Report	Contracted Provider	Employee Resigned	Training			1
Neglect Class III Failure to Report	Contracted Provider	Written Reprimand				
Neglect Class III Failure to Report	Contracted Provider	Written Reprimand	Training			1
Neglect Class III Failure to Report	Contracted Provider	Written Reprimand				
Neglect Class III Failure to Report	Contracted Provider	Written Reprimand				
Neglect Class III Failure to Report	Contracted Provider	Written Reprimand				
Neglect Class III Failure to Report	Contracted Provider	Pending				
Neglect Class III Failure to Report	Contracted Provider	Written Reprimand	Training			1
Possession and Use of Personal Property	Contracted Provider	Training	Policy Revision/Development			1
Possession and Use of Personal Property	Contracted Provider	Training				1
Possession and Use of Personal Property	Contracted Provider	Training				1
Possession and Use of Personal Property	Contracted Provider	Employment Termination				
Safe Sanitary and Humane Treatment Environment	Contracted Provider	Employee Resigned	Training			2
Safe Sanitary and Humane Treatment Environment	Contracted Provider	Verbal Counseling	Training			
Safe Sanitary and Humane Treatment Environment	Contracted Provider	Suspension				
Safe Sanitary and Humane Treatment Environment	Contracted Provider	Training				1
Safe Sanitary and Humane Treatment Environment	Contracted Provider	Training	Policy Revision/Development			

Complaint Category	Service Provider Type	Remedial Action	Remedial Action 2	SEDW	CWP	HSW
Safe Sanitary and Humane Treatment Environment	Contracted Provider	Training				
Safe Sanitary and Humane Treatment Environment	Contracted Provider	Training	Policy Revision/Development Environmental Repair/Enhancement			
Safe Sanitary and Humane Treatment Environment	Contracted Provider	Training				
Safe Sanitary and Humane Treatment Environment	Contracted Provider	Policy Revision/Development				1
Abuse Class II Exploitation	Contracted Provider	Pending				

[illegible][illegible]

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 withing the ORR

Promote the ORR as a resource for consultation and thechnical assistance

Outcomes established for the Office of Recipient Rights for 2026

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 thechnical 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

DATE

12/22/2025