

Section II: intervention & investigation substantiation data for: **Allegan County CMH Services**

| Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | MI | DO | SED- W | DD- CWP | HSW |
|--|---------------------------|---|---|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|----|----|-----------|------------|-----|
| Disclosure of confidential information | Other | Other | | | | | | | | 1 | | | | |
| Neglect - Class II - failure to report | Residential DD | Pending | | | | | | | | 1 | | | | |
| Mental health services suited to condition | Residential MI & DD | Training | Policy Revision/Development | | | | | | | 1 | | | | 1 |
| Neglect - Class III | SIP | Employment Termination | | | | | | | | 1 | 1 | | | 1 |
| Restrictions/limitations | Other | Employment Termination | | | | | | | | | 1 | | 1 | |
| Mental health services suited to condition | Other | Policy Revision/Development | | | | | | | | | 1 | | 1 | |
| Neglect - Class II - failure to report | Other | Employment Termination | | | | | | | | | 1 | | 1 | |
| Neglect - Class III | Residential MI & DD | Employment Termination | | | | | | | | 1 | | | | |
| Abuse class II - exploitation | Residential DD | Suspension | Employee left the agency, but substantiated | | | | | | | 1 | | | | 1 |
| Mental health services suited to condition | Other | Pending | | | | | | | | 1 | | | | 1 |
| Abuse class II - unreasonable force | SIP | Other | | | | | | | | 1 | | | | 1 |
| Neglect - Class III | Residential MI & DD | Employee left the agency, but substantiated | | | | | | | | 1 | | | | |
| Access to telephone, mail | Residential MI & DD | Employee left the agency, but substantiated | | | | | | | | 1 | | | | |
| Dignity and respect | Residential MI & DD | Verbal Counseling | | | | | | | | 1 | | | | |
| Neglect - Class III | Residential MI & DD | Employment Termination | | | | | | | | 1 | | | | 1 |
| Neglect - Class III | Residential MI & DD | Employee left the agency, but substantiated | | | | | | | | 4 | | | | |
| Restrictions/limitations | Residential MI & DD | Written Counseling | Training | | | | | | | 1 | | | | |

| REMEDATION TOTALS | |
|---|----|
| Verbal Counseling | 7 |
| Written Counseling | 1 |
| Verbal Reprimand | 1 |
| Written Reprimand | 27 |
| Suspension | 6 |
| Demotion | 2 |
| Staff Transfer | 6 |
| Training | 16 |
| Employment Termination | 11 |
| Employee left the agency, but substantiated | 37 |
| Contract Action | 4 |
| Policy Revision/Development | 3 |
| Environmental Repair/Enhancement | 0 |
| Plan of Service Revision | 0 |
| Recipient Transfer to Another Provider/Site | 0 |
| Other | 22 |
| Pending | 6 |

Section II: Intervention & Investigation substantiation data for: Allegan County CMH Services

| Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | MI | DO | SED | SED- W | DD- CWP | HSW |
|--|---------------------------|---|---|---|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|----|----|-----|-----------|------------|-----|
| Neglect - Class III | Residential MI & DD | Training | Written Reprimand | Demotion | | | | | | 1 | 1 | | | | 1 |
| Disclosure of confidential information | SIP | Training | | | | | | | | | 1 | | | | 1 |
| Neglect - Class III | Residential MI & DD | Employee left the agency, but substantiated | | | | | | | | 1 | | | | | |
| Neglect - Class III - failure to report | Residential MI & DD | Written Reprimand | Training | | | | | | | 4 | | | | | |
| Abuse Class II - nonaccidental | Residential MI & DD | Employment Termination | | | | | | | | 1 | | | | | 1 |
| Abuse Class II - nonaccidental | Residential MI & DD | Employment Termination | | | | | | | | 1 | | | | | 1 |
| Neglect - Class II | Residential MI & DD | Written Reprimand | | | | | | | | 1 | | | | | 1 |
| Neglect - Class III | Residential MI & DD | Employee left the agency, but substantiated | | | | | | | | 1 | | | | | |
| Abuse - Class III | Residential MI & DD | Employee left the agency, but substantiated | | | | | | | | 1 | | | | | |
| Neglect - Class III | Residential MI & DD | Employee left the agency, but substantiated | | | | | | | | 1 | | | | | |
| Disclosure of confidential information | Residential MI & DD | Written Reprimand | Employee left the agency, but substantiated | | | | | | | 1 | | | | | |
| Neglect - Class III | Residential MI & DD | Written Reprimand | Other | | | | | | | | 1 | | | | |
| Neglect - Class II | Residential MI & DD | Other | | | | | | | | | 1 | | | | 1 |
| Neglect - Class II | Residential MI & DD | Employment Termination | | | | | | | | | 1 | | | | 1 |
| Abuse class II - exploitation | Other | Employee left the agency, but substantiated | | | | | | | | 1 | | | | | |
| Abuse class II - exploitation | Other | Employee left the agency, but substantiated | | | | | | | | 1 | | | | | |
| Neglect - Class II - failure to report | Other | Employee left the agency, but substantiated | | | | | | | | 1 | | | | | |
| Abuse - Class III | Residential MI & DD | Employee left the agency, but substantiated | Other | | | | | | | 1 | | | | | |
| Dignity and respect | Residential MI & DD | Verbal Counseling | | | | | | | | | 1 | | | | |
| Abuse Class II - nonaccidental | SIP | Contract Action | | | | | | | | | 1 | | | | |
| Abuse Class II - nonaccidental | Residential MI & DD | Suspension | Employee left the agency, but substantiated | Other | Other | | | | | | 1 | | | | |
| Neglect - Class II | Residential MI & DD | Suspension | Employee left the agency, but substantiated | Other | Other | | | | | | 2 | | | | |
| Abuse class II - exploitation | Residential MI & DD | Suspension | Employee left the agency, but substantiated | Other | | | | | | | 1 | | | | |
| Neglect - Class II - failure to report | Residential MI & DD | Suspension | Employee left the agency, but substantiated | Other | | | | | | | 1 | | | | |
| Neglect - Class III | Residential MI & DD | Employment Termination | | | | | | | | | 1 | | | | |
| Neglect - Class III - failure to report | Residential MI & DD | Written Reprimand | Training | | | | | | | | 1 | | | | |
| Abuse Class II - nonaccidental | Residential MI & DD | Written Reprimand | | | | | | | | | 1 | | | | |
| Abuse Class II - nonaccidental | Residential MI & DD | Written Reprimand | | | | | | | | | 1 | | | | |
| Neglect - Class II - failure to report | Residential MI & DD | Written Reprimand | | | | | | | | | 1 | | | | |
| Dignity and respect | Residential MI & DD | Written Reprimand | Employee left the agency, but substantiated | other | | | | | | | 1 | | | | |
| Abuse - Class III | Residential MI & DD | Staff Transfer | Written Reprimand | | | | | | | | 1 | | | | |
| Dignity and respect | Residential MI & DD | Written Reprimand | Employee left the agency, but substantiated | other | | | | | | | 1 | | | | |
| Restrictions/limitations | Residential MI & DD | Written Reprimand | Employee left the agency, but substantiated | other | | | | | | | 1 | | | | |
| Neglect - Class III - failure to report | SIP | Contract Action | Other | | | | | | | | 1 | | | | |
| Neglect - Class III - failure to report | Residential MI & DD | Employee left the agency, but substantiated | | | | | | | | | 1 | | | | |
| Neglect - Class III - failure to report | SIP | Policy Revision/Development | Other | | | | | | | | 1 | | | | 1 |
| Abuse - Class III | Residential MI & DD | Employee left the agency, but substantiated | | | | | | | | | 1 | | | | |
| Dignity and respect | Residential MI & DD | Training | | | | | | | | | 1 | | | | |
| Abuse - Class III | SIP | Employee left the agency, but substantiated | | | | | | | | | 1 | | | | |
| Dignity and respect | Residential MI & DD | Other | pending | | | | | | | | 1 | | | | |
| Mental health services suited to condition | SIP | Training | Staff Transfer | Employee left the agency, but substantiated | | | | | | | 2 | | | | |
| Safe environment | Residential MI & DD | Employee left the agency, but substantiated | Written Reprimand | | | | | | | | 1 | | | | |
| Property - possession and use | Residential MI & DD | Written Reprimand | Other | | | | | | | | 1 | | | | |
| Mental health services suited to condition | Other | Training | | | | | | | | | 1 | | | | |
| Disclosure of confidential information | Residential MI & DD | Employee left the agency, but substantiated | | | | | | | | | 1 | | | | |
| Safe environment | Residential MI & DD | Training | | | | | | | | | 1 | | | | |
| Safe environment | SIP | Employment Termination | | | | | | | | | 1 | 1 | | | |
| Mental health services suited to condition | SIP | Verbal Counseling | Verbal Reprimand | | | | | | | | 1 | | | | |
| Mental health services suited to condition | Residential MI & DD | Verbal Counseling | Written Reprimand | | | | | | | | 1 | | | | |
| Dignity and respect | Residential MI & DD | Employment Termination | | | | | | | | | 1 | | | | 1 |
| Mental health services suited to condition | Residential MI & DD | Training | Employee left the agency, but substantiated | | | | | | | | 1 | | | | |
| Neglect - Class III | SIP | Other | | | | | | | | | 1 | 1 | | | |
| Mental health services suited to condition | Other | Other | | | | | | | | | 1 | 1 | | | 1 |
| Disclosure of confidential information | Residential MI & DD | Employee left the agency, but substantiated | Training | | | | | | | | 1 | | | | |
| Disclosure of confidential information | Residential MI & DD | Employee left the agency, but substantiated | | | | | | | | | 1 | | | | |
| Abuse class II - unreasonable force | Residential MI & DD | Employee left the agency, but substantiated | | | | | | | | | 1 | | | | |
| Failure to report (other than Abuse/Neglect) | SIP | Contract Action | Other | | | | | | | | 1 | | | | 1 |
| Neglect - Class II | SIP | Contract Action | Other | | | | | | | | 1 | | | | 1 |
| Neglect - Class II | Other | Written Reprimand | Other | | | | | | | | 1 | | | | 1 |
| Failure to report (other than Abuse/Neglect) | Residential MI & DD | Pending | | | | | | | | | 1 | | | | |
| Abuse class II - unreasonable force | Residential MI & DD | Pending | | | | | | | | | 1 | | | | |
| Dignity and respect | SIP | Training | Verbal Counseling | Staff Transfer | | | | | | | 1 | | | | |
| Neglect - Class III | Residential MI & DD | Written Reprimand | Training | | | | | | | | 1 | | | | 1 |
| Mental health services suited to condition | Residential MI & DD | Demotion | Written Reprimand | | | | | | | | 1 | | | | 1 |
| Mental health services suited to condition | SIP | Verbal Counseling | | | | | | | | | 1 | | | | |
| Dignity and respect | SIP | Training | Verbal Counseling | Staff Transfer | | | | | | | 1 | | | | |
| Abuse - Class III | Residential MI & DD | Written Reprimand | Staff Transfer | Suspension | | | | | | | 1 | | | | 1 |
| Abuse - Class III | Residential MI & DD | Employee left the agency, but substantiated | Written Reprimand | | | | | | | | 1 | | | | 1 |
| Neglect - Class III | Residential MI & DD | Employee left the agency, but substantiated | Written Reprimand | | | | | | | | 1 | | | | 1 |
| Abuse - Class III | Residential MI & DD | Employee left the agency, but substantiated | Written Reprimand | | | | | | | | 1 | | | | 1 |
| Abuse class II - unreasonable force | Residential MI & DD | Employee left the agency, but substantiated | Written Reprimand | | | | | | | | 1 | | | | 1 |
| Abuse class II - unreasonable force | Residential MI & DD | Employee left the agency, but substantiated | Written Reprimand | | | | | | | | 1 | | | | 1 |
| Abuse class II - unreasonable force | Residential MI & DD | Employee left the agency, but substantiated | Written Reprimand | | | | | | | | 1 | | | | 1 |
| Disclosure of confidential information | SIP | Employee left the agency, but substantiated | | | | | | | | | 1 | | | | 1 |
| Neglect - Class III | Residential MI & DD | Written Reprimand | Staff Transfer | Training | | | | | | | 1 | | | | 1 |
| Mental health services suited to condition | Other | Pending | | | | | | | | | 1 | | | | |

| REMEDATION TOTALS | |
|-----------------------------|----|
| None | 0 |
| POPULATION TOTALS | |
| MI | 32 |
| DD | 79 |
| SED | 4 |
| SED-W | 0 |
| DD-CWP | 4 |
| HSW | 30 |
| PROVIDER TOTALS | |
| Out Patient | 0 |
| Residential MI | 0 |
| Residential DD | 2 |
| Residential MI & DD | 62 |
| Inpatient | 0 |
| Day Program MI | 0 |
| Day Program DD | 0 |
| Workshop (prevocational) | 0 |
| Supported Employment | 0 |
| ACT | 0 |
| Case Management | 0 |
| Psychosocial Rehabilitation | 0 |
| Partial Hospitalization | 0 |
| SIP | 17 |
| Crisis Center | 0 |
| Children's Foster Care | 0 |
| Clubhouse/Drop-in Center | 0 |
| Respite Homes | 0 |
| Other | 12 |

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| Category (from Complaint Data) | Specific Provider Type | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | Specific Remedial Action | MI | DO | SED | SED- W | DD- CWP | HSW |
|-----------------------------------|---------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|----|----|-----|-----------|------------|-----|
|-----------------------------------|---------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|----|----|-----|-----------|------------|-----|

REMEDATION TOTALS