



SAGINAW COUNTY
COMMUNITY MENTAL
HEALTH AUTHORITY

Office of Recipient Rights (ORR) Annual Five-Year Comparison Report Fiscal Years (FY) 2021-2025

**Saginaw County Community
Health Authority (SCCMHA)**

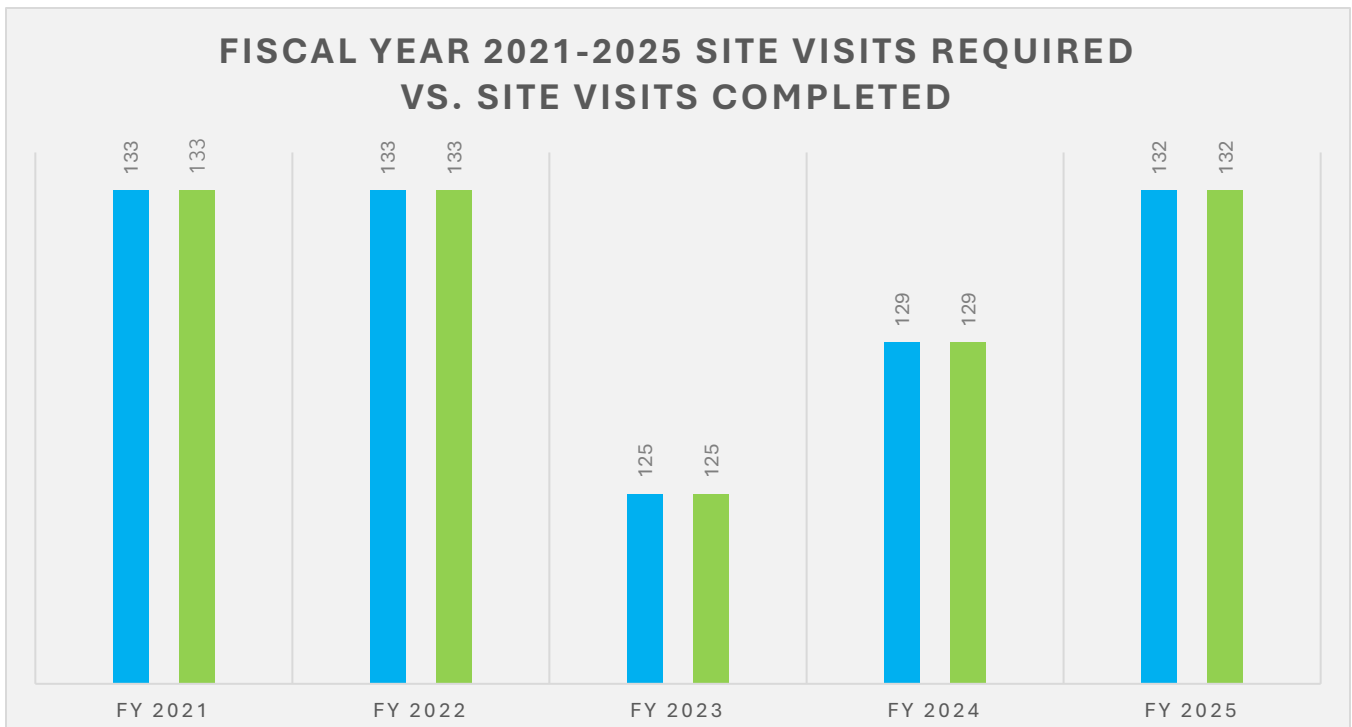
**Office of Recipient Rights
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SCCMHA
Office of Recipient Rights
Data Comparison of the FY 2021-2025
Annual Reports

INTRODUCTION

The Michigan Mental Health Code requires Community Mental Health (CMH) agencies to have an Office of Recipient Rights (ORR) to provide and coordinate the protection of Recipient Rights for all directly operated or contracted services. The Saginaw County Community Mental Health Authority (SCCMHA) Office of Recipients Rights is located at the 500 Hancock facility which allows those served access to file a complaint in person. The entire purpose of the SCCMHA ORR is to protect the rights of the people we serve. This report is used to review and analyze data from the required Annual Reports to determine if there are ways to better protect SCCMHA recipients. The complied data is from the past 5 fiscal years to determine any trends that may be developing.

This report will be submitted to the ORR Committee and SCCMHA Quality Committee.



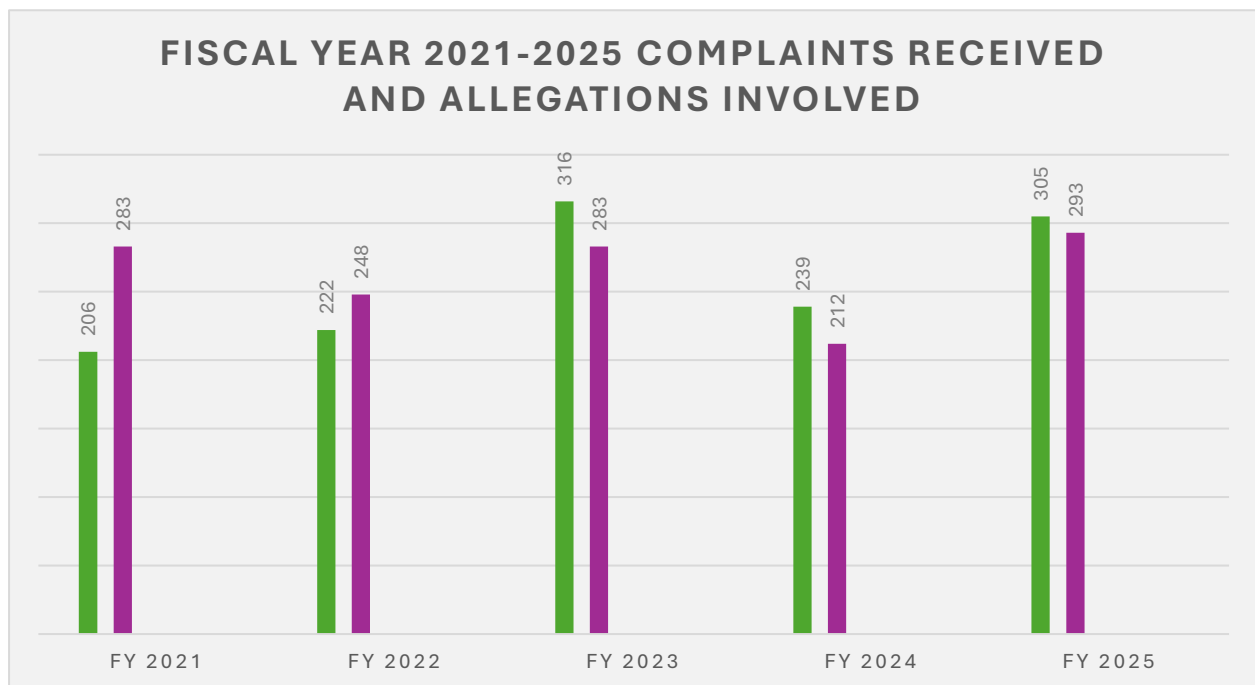
SITE VISITS

The Michigan Mental Health Code requires the ORR to visit every site serviced by SCCMHA annually. On the chart below, the number on the left represents the number of sites serviced by SCCMHA and the number on the right represents the number of sites visited by the SCCMHA ORR. As the chart indicates, over the past five (5) years, the SCCMHA ORR has completed 100% of the required site visits, achieving the established goal.

Recipient Rights Data	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Out of Jurisdiction	17	14	16	16	3
No Right Involved	7	12	17	11	9
Interventions	1	1	0	0	0
Investigated Complaints	259	221	283	212	293
Total Number of Allegations Involved	283	248	283	239	305
Substantiated Allegations	131	108	168	114	145
Complaints Received	206	248	316	239	305
Number of People Served	7644	7696	7043	7608	7995
Number of Required Site Visits	133	133	125	129	132
Number of Site Visits Completed	133	133	125	129	132
Substantiated Abuse	22	23	21	14	19
Substantiated Neglected	53	38	53	33	31
All Sub Allegations Other Than Abuse & Neglect	36	47	94	67	95

Recipient Rights Data

The data above was generated from the SCCMHA ORR investigations and interventions module maintained in the **Sentri** electronic record system.

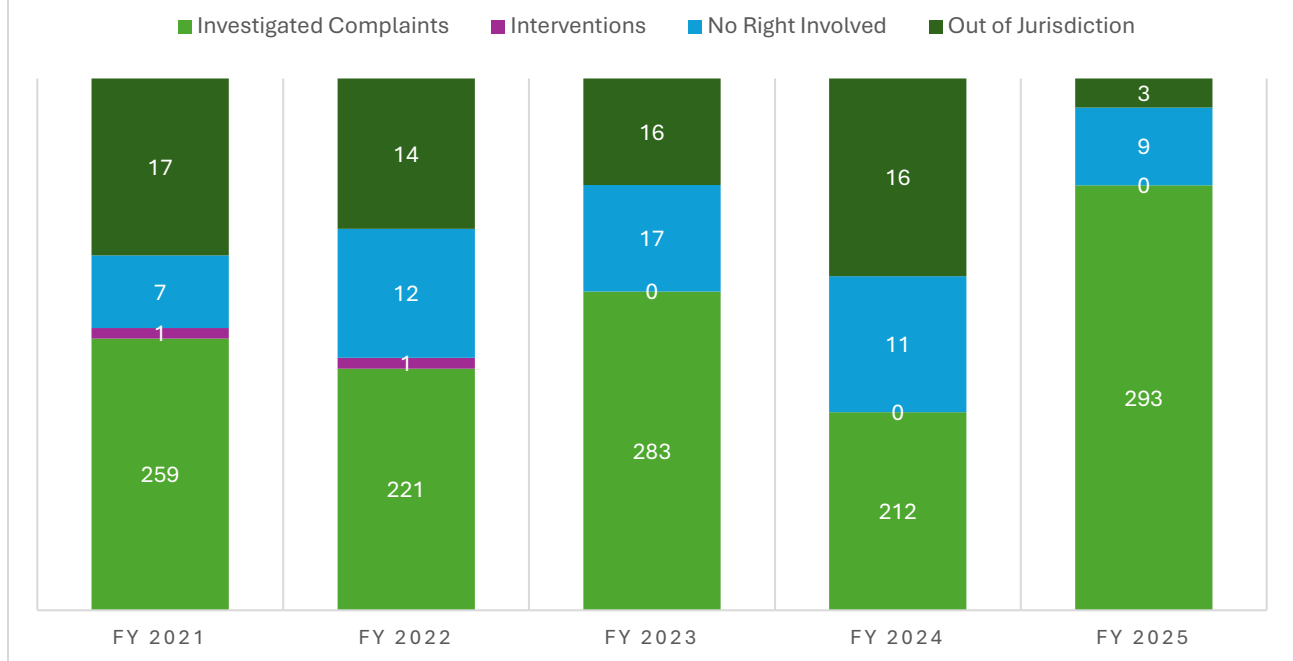


COMPLAINTS RECEIVED AND ALLEGATIONS INVOLVED

There is a difference between complaints and allegations. When a complaint is received by the ORR, it is the responsibility of the SCCMHA ORR Advisor/Investigator to document the information in the **Sentri** record. If there is an allegation of abuse or neglect, the Advisor/Investigator must immediately act to initiate the investigation and determine how many allegations of a potential code protected right that may be involved. Because there may be multiple allegations for each complaint, there is always the potential to have more allegations than complaints.

The chart above shows the number of complaints received and the number of allegations involved over the past five years. In FY 2021 the number of complaints received was less than the number of complaints received for FY 2025 and the number of allegations investigated were marginally different. It is not always possible to determine the reason why the number of complaints rises or decreases as there are various factors. However, SCCMHA ORR has continuously increased efforts to inform the people served of their right to file a complaint. Also, SCCMHA ORR has consistently provided initial training, annual training, and specialized training as needed or requested by SCCMHA staff and the provider network.

FISCAL YEAR 2021-2025 BREAK DOWN OF COMPLAINTS

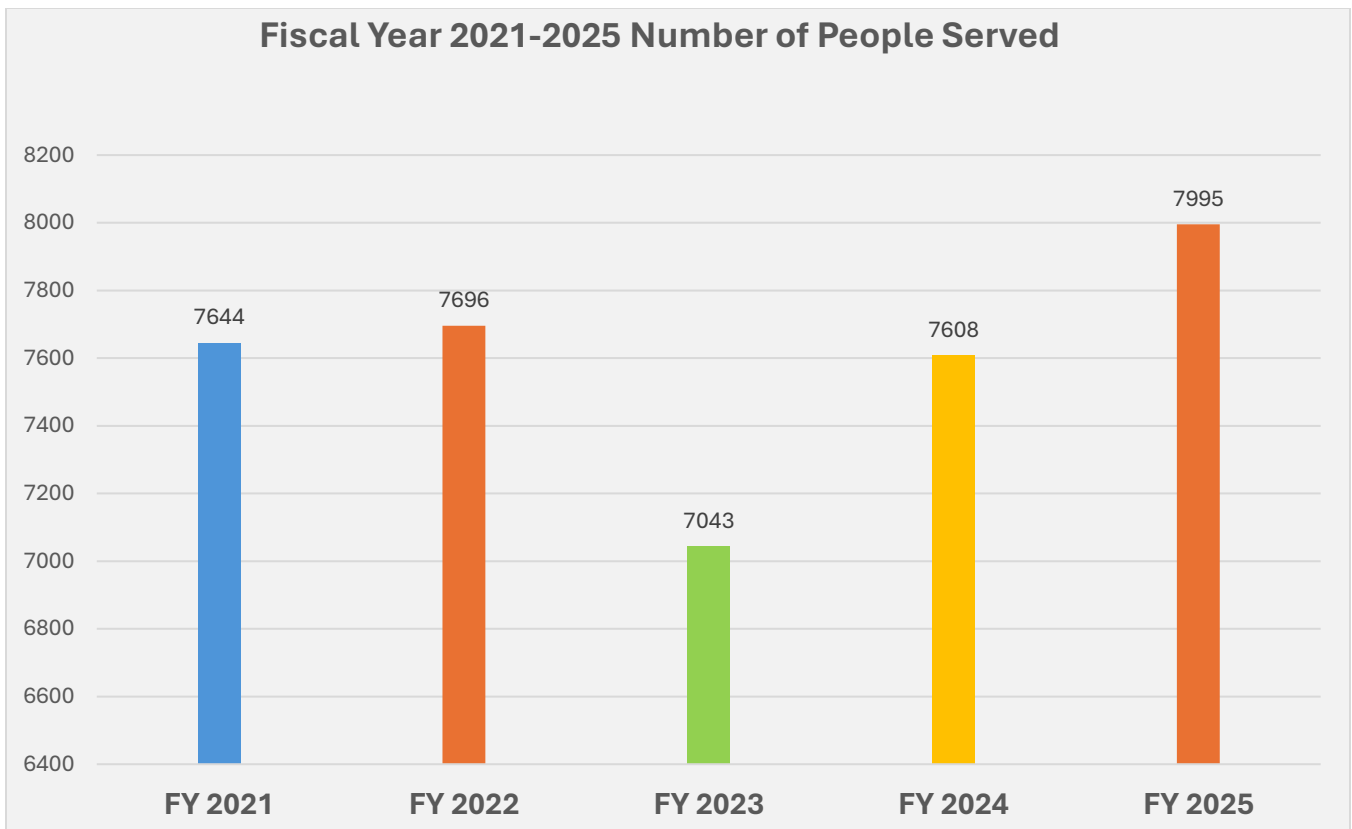


ALLEGATIONS INVESTIGATED, INTERVENTIONS, NO RIGHT INVOLVED, AND JURDISCTION

An important aspect of the ORR process is understanding how complaints are processed. When a complaint is reported to the SCCMHA ORR, it is categorized as an Investigation, an Intervention, a No Right Involved, or an Out of Jurisdiction. The definition of each of these categories is defined as below:

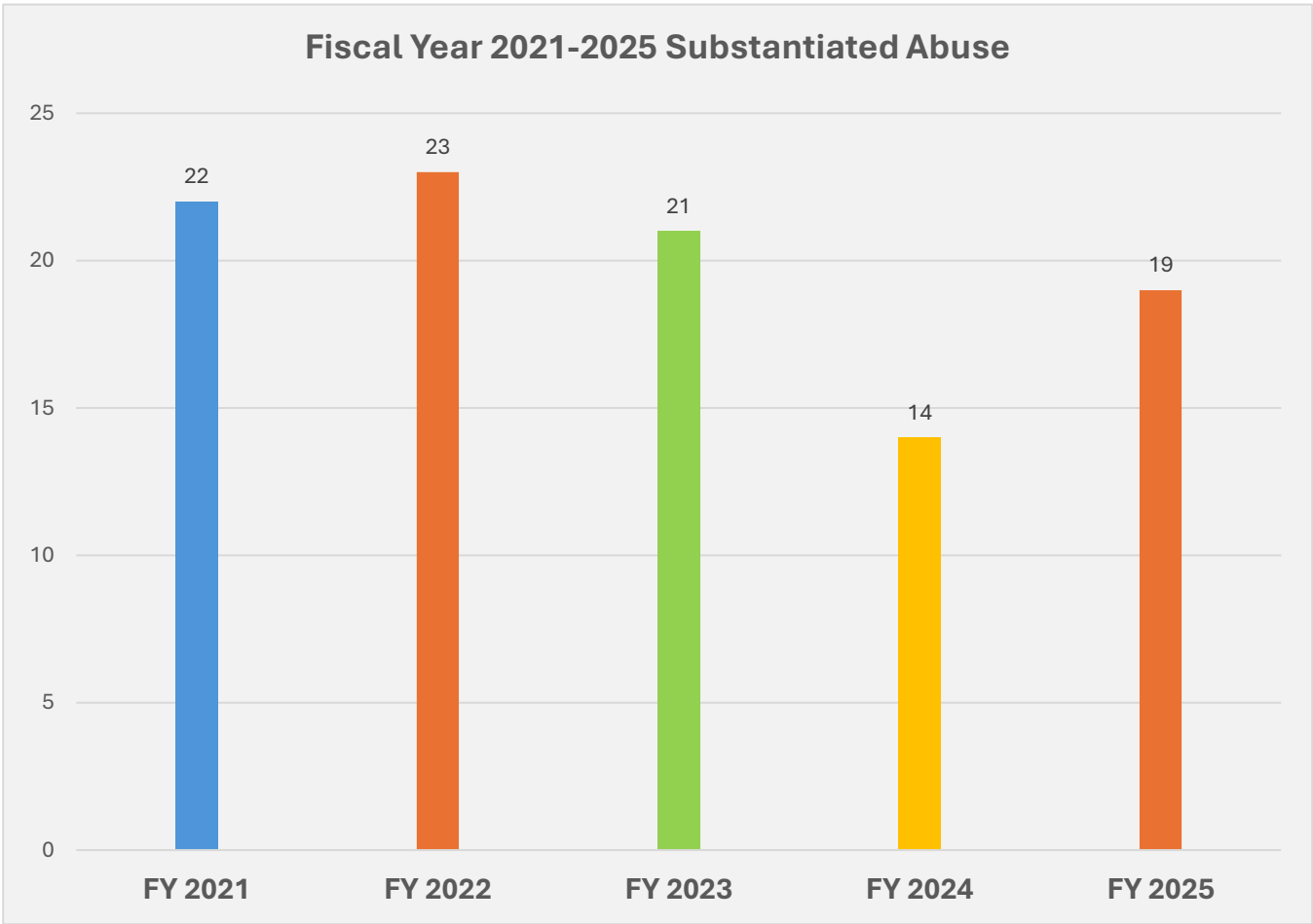
- Investigation: A right as defined in the Michigan Mental Health Code is alleged to have been violated and the facts of the allegation are not clear without looking into the allegation on a deeper level.
- Intervention: An allegation of a right has been reported to the SCCMHA ORR in which the facts, remedy, and resolution are clear. It is important to note that a case of abuse, neglect, or retaliation may not be opened as an Intervention.
- No Right Involved: An alleged violation of a person's rights that is not defined by the Michigan Mental Health Code.
- Outside of Jurisdiction: An alleged violation of a person's rights where the SCCMHA ORR would not have the authority to investigate.

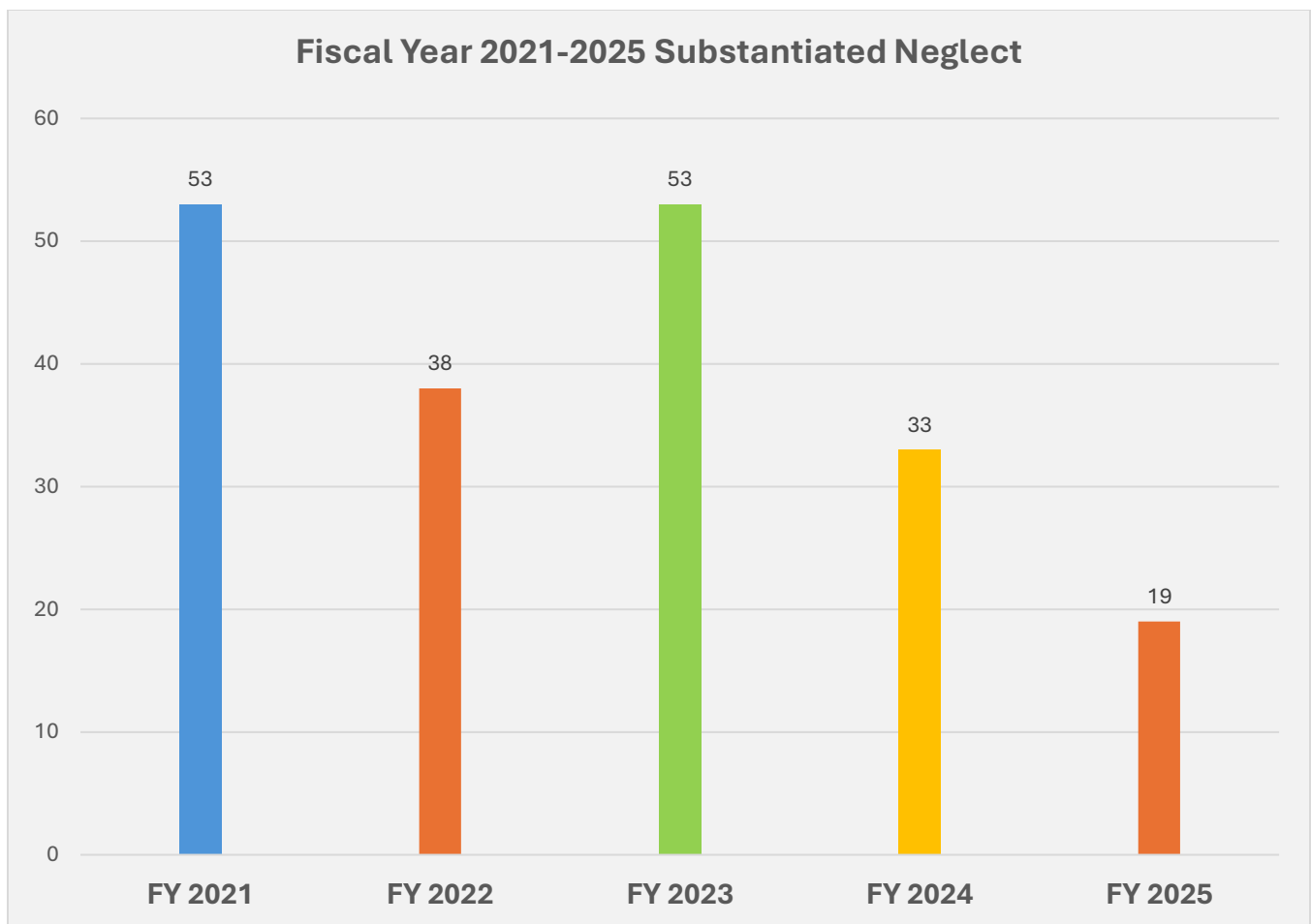
The chart above shows that the breakdown of complaints from FY 2021 through FY 2025 has fluctuated. It is notable that there was a significant decrease in FY 2024 and there was a considerable increase in FY 2025.



NUMBER OF PEOPLE SERVED

The chart above shows the number of people served over the past five (5) years has increased. This is due in large part to SCCMHA Chief Executive Officer, Sandra Lindsey's goal to serve more people overtime. Although there was a noticeable change in FY 2023, it is evident this goal is being reached as the following years the number of people served increased. Furthermore, the reason to serve more people in Saginaw County is simply to provide more quality care to the citizens of Saginaw County so they can have a better quality of life. Over the past five (5) years, the number of people served went from 7644 to 7995, which is an increase of 4.5%.





ABUSE & NEGLECT

The categories of abuse and neglect are the most important categories of investigations because it directly impacts recipient health and safety. It is important to know the types of allegations that are involved in the abuse and neglect categories.

Abuse and neglect are separated into three different types of classes, which are Class I, Class II, and Class III. The most serious abuse and neglect is Class I and the least serious is Class III.

The following are examples of abuse: sexual contact, hitting, slapping, biting, kicking a recipient, use of weapons, foul language, racial or ethnic slurs, misuse or misappropriation of recipient funds/property, and unreasonable force while using physical management.

The following are examples of neglect: leaving a recipient unattended, medication errors, failure to seek medical attention, doing or not doing something that is non-compliant with a written standard of care required by law or policy/procedure, and failure to report apparent or suspected abuse or neglect.

The charts above show the number of substantiated abuse and neglect complaints. The substantiated abuse complaints remained slightly the same over the past five years. However, the substantiated neglect complaints there was a decrease from FY 2021 to FY2025. The downward trend is a good start; however, SCCMHA must remain diligent in assisting those served to avoid any neglect committed upon them. SCCMHA strive to reduce abuse and neglect of those served and will continue to work toward determining if there are ways to better protect them. The data within this report is proof that SCCMHA has informed people served, their family members, and staff on how to contact the SCCMHA ORR to report alleged abuse & neglect. Overall, it does appear that there has been an increase in the number of people served by SCCMHA and the number of substantiated allegations of abuse and neglect have decreased overtime.