



Lapeer County Community Mental Health  
 Network Providers Monitoring FY2022  
 Network Providers End-Of-Year Report

Purpose	To monitor LCCMH network providers’ compliance to the FY22 contract. Providers are monitored on six domains: Contract Compliance, Recipient Rights, Corporate Compliance, Clinical Assessment, Finance / Data Compliance, and Training Compliance. Providers who do not meet the standard for each domain are required to complete a Corrective Action Plan (CAP) and additional follow-up may be required.
Review Schedule	10/1/2021 – 09/30/2022
Network Provider Monitoring Team	Lauren Emmons, ACSW – Chief Executive Officer Regina MacDonald, MS – Contract Manager Lisa Jolly, BS – Recipient Rights Officer Michelle Gould-Rice, LMSW – Corporate Compliance Officer Roy Ramirez, MS – Clinical Supervisor/Credentialing & Privileging Committee Chair Sandy Koysl, BHSA – Data Department Emma Brandt, MBA – Chief Financial Officer Lisa Ruddy, MPH – Quality Department / Network Monitoring Coordinator
Standards	Contract Compliance – 95% Recipient Rights – 95% Corporate Compliance – 100% Clinical Assessment – 95% Finance / Data Compliance – 95% Training Compliance – 100%

<b>Provider</b>	<b>Contract Compliance (Standard 95%)</b>	<b>Recipient Rights (Standard 95%)</b>	<b>Corporate Compliance (Standard 100%)</b>	<b>Clinical Assessment (Standard 95%)</b>	<b>Finance/Data Compliance (Standard 95%)</b>	<b>Training Compliance (Standard 100%)</b>	<b>Overall Score</b>
Alternative Services, Inc. – Lake Nepessing	100%	100%	100%	100%	100%	77%	96%
Alternative Services, Inc. – Lippincott	100%	100%	100%	100%	100%	96%	99%
Alternative Services, Inc. – Stanley Rd.	100%	100%	100%	100%	100%	59%	93%
Alternative Services, Inc. – Woodlawn	100%	100%	100%	100%	100%	87%	98%
Beacon Specialized Living	100%	100%	100%	100%	100%	90%	98%
Caremore of Metamora	100%	80%	50%	88%	100%	0%	69.6%
Caremore of Metamora 3-month Follow-Up	N/A	N/A	N/A	N/A	N/A	50%	50%
Center for the Arts / Gallery 194	100%	100%	100%	100%	N/A	100%	100%
Central State Community Services – Oregon	100%	100%	100%	100%	100%	85%	97.5%
Central State Community Services – Vassar	100%	100%	100%	100%	100%	87.5%	97.9%
Churchill Farms	100%	100%	100%	100%	100%	100%	100%
Contract Management Associates, Inc.	100%	100%	100%	90%	N/A	100%	98%
Cynthia McNeil	100%	100%	100%	100%	N/A	100%	100%
Diane Vaughan	100%	100%	100%	100%	100%	100%	100%
Family Literacy Center	100%	100%	100%	100%	N/A	100%	100%

<b>Provider</b>	<b>Contract Compliance (Standard 95%)</b>	<b>Recipient Rights (Standard 95%)</b>	<b>Corporate Compliance (Standard 100%)</b>	<b>Clinical Assessment (Standard 95%)</b>	<b>Finance/Data Compliance (Standard 95%)</b>	<b>Training Compliance (Standard 100%)</b>	<b>Overall Score</b>
Family Services Agency of Mid-Michigan	100%	100%	100%	88%	N/A	83%	94%
Flatrock – Brandon	100%	80%	100%	100%	100%	100%	96.6%
Flatrock – Burton	100%	100%	100%	100%	100%	100%	100%
Flatrock – Flint Township	100%	80%	100%	100%	100%	100%	96.6%
Flatrock – Flushing	100%	80%	100%	100%	100%	100%	96.6%
Flatrock – Goodrich	100%	100%	100%	100%	100%	98%	99.6%
Flatrock – Lapeer North	100%	80%	100%	100%	100%	100%	96.6%
Fowler Center	100%	100%	100%	100%	100%	95%	95%
Genoa Pharmacy	100%	N/A	100%	100%	100%	N/A	100%
Golden Arrow Drop-In Center	100%	100%	100%	100%	N/A	N/A	100%
Greater Lapeer Transportation Authority	100%	100%	100%	93%	N/A	N/A	98%
Guardian Angel Services, 4U, Inc.	100%	100%	100%	100%	N/A	100%	100%
Hamilton Community Health Center	100%	N/A	100%	100%	100%	N/A	100%
Helping Hand Nursing Services	100%	100%	100%	100%	100%	100%	100%
Hope Network – New Passages	100%	100%	100%	100%	100%	N/A	100%
Hope Network – Westwood	100%	100%	100%	100%	100%	96%	99%
Jacqueline Raymond	100%	100%	100%	100%	N/A	100%	100%

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Lapeer Teamwork – CLS/Respite	100%	100%	100%	100%	N/A	94%	99%
Lapeer Teamwork – Skill Building / Supported Employment	100%	75%	100%	100%	N/A	90%	94%
Life Skills Centers, Inc.	100%	100%	100%	100%	N/A	100%	100%
Martinez AFC	100%	100%	100%	100%	100%	N/A	100%
Mathews AFC	100%	100%	100%	100%	100%	100%	100%
McLaren Lapeer Region	100%	100%	100%	100%	100%	53%	92%
Mercy Plus Home Care	100%	100%	100%	100%	100%	N/A	100%
Michigan Community Services, Inc. – CLS	100%	0%* *Only one item in this domain was scored, 0/1 = 0%	100%	100%	100%	100%	83%
Michigan Community Services, Inc. – Park St.	100%	100%	100%	100%	100%	89%	98%
Redwood, Inc. – Lighthouse	100%	80%	100%	100%	100%	93%	96%
Redwood, Inc. – Oakhill	100%	80%	100%	100%	100%	93%	96%
ResCare – Briggs	100%	80%	100%	100%	100%	93%	96%
ResCare – Burnside	100%	80%	100%	100%	100%	97%	96%
ResCare – Clinton	100%	100%	100%	100%	100%	N/A	100%
ResCare – Davis Lake	100%	80%	100%	100%	100%	93%	96%
ResCare – Farnsworth	100%	80%	100%	100%	100%	95%	96%
ResCare – Frances	100%	80%	100%	100%	100%	97%	96%

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ResCare – Raymond	100%	100%	100%	100%	100%	95%	99%
ResCare – Reamer	100%	80%	100%	100%	100%	90%	95%
ResCare – Silverwood	100%	100%	100%	100%	100%	90%	98%
Resident Advancement, Inc. – Hampshire	100%	80%	100%	100%	100%	100%	96.6%
Resident Advancement, Inc. – North Branch	100%	100%	100%	100%	100%	90%	98.3%
Safehaus, Inc.	100%	100%	100%	100%	100%	32%	88%
Turning Leaf Behavioral Health Services	100%	100%	100%	100%	100%	81%	96%

### Summary of Findings

LCCMH had a total of 123 contracts in FY22. During the provider monitoring process, only those contracts which have direct interaction with persons served are reviewed. A total of 56 providers were reviewed. The overall compliance for all domains and providers was 96%. Overall compliance rates for each domain were as follows:

- Contract Compliance: 99%
- Recipient Rights: 94%
- Corporate Compliance: 99%
- Clinical Assessment: 99%
- Finance/Data Compliance: 100%
- Training Compliance: 89%

Thirty-nine providers (69%) required a Corrective Action Plan (CAP) due to one or more areas in noncompliance. Most of the CAPs were in the domains of Training Compliance or Recipient Rights. Some common problems with training compliance are providers not keeping copies of the individual plan of service (IPOS) training record, not completing the trainings in the required timeframe, or missing training documentation (certificate or training sign-in sheet).

Many providers have a good rapport with clinical supervisors and Recipient Rights. Many providers have their trainings well-organized and they are easy to review.

**Recommendations**

- Improve IPOS training process internally at LCCMH and externally with providers. Update the IPOS in-service form to ensure trainings are completed within 30 days of IPOS, amendment, or periodic review.
- When possible, LCCMH will conduct onsite training reviews with providers to reduce burden of electronic reviews.
- Continue quarterly network provider meetings to share information and explain requirements.
- Improve network provider onboarding process for new providers by meeting with them to discuss contract requirements.
- Work closely with providers who continue to be noncompliant over multiple years in the same area.

LR 8/22/22