

I.M.P.A.C.T. Quality Improvement Meeting

07/16/25

In attendance:

Meeting minutes – The meeting minutes from 04/09/25 were previously approved and presented to the Board of Directors at the May meeting.

Report on Indicators:

Residential Community Housing

1. Goal: Residents will participate in community volunteer activities annually and be offered weekly community inclusion activities (*per choice and as clinically appropriate).

Objective: Increase access and participation in the residents' greater community.

Performance Target: Two community volunteer activities annually and two weekly community inclusion activities.

- a. Volunteerism activities: Agency Fun & Fitness Day, Community Resource Fair, Agency donation to Port Huron High School Victory Day event, Charmwood made blankets to donate to the Blue Water Area Human Society.

- b. Community Inclusion Activities:

Belle River – Various shopping and restaurant outings, sensory rides, library, Reptarium show, Fun and Fitness Day and Agency Picnic.

Charmwood – Various shopping and restaurant outings, sensory rides, Autism Acceptance event, Art on the River, Sturgeon Fest, mall walking, Agency Picnic.

Michigan – Sensory rides

River Bend #1 – Various shopping and restaurant outings, concert at McMorran, library, May Ball, Agency Picnic

River Bend #2 – Various restaurant and shopping outings, Earth Fair, Reptarium show, May Ball, Pine River Nature Trail, Detroit Tigers baseball game, parks, walking trails, bank, movie theater, Agency Picnic, Goodells Park splash pad.

Simpson – Sensory rides, restaurants, shopping, arcade, Reptarium show, movies, Agency Picnic.

Wells – Sensory rides, shopping, Autism Acceptance event, Reptarium show, Detroit Tigers baseball game, Salvation Army, Sturgeon Fest, parks, Agency Picnic, community rock hiding.

Community Activities Committee: Reptarium show at the Lions Club. Agency picnic at Goodells Park. Parade watch party in July. Planning a picnic in August and Tigers game in September.

2. Goal: Minimize number of medication errors

Objective: Prevent injury to residents resulting from medication errors

Performance Target: Zero Medication Errors

Medication Errors – (2) Errors during the quarter. River Bend 1 – Wrong med/Wrong Time. Wells – Missed med. No adverse reactions occurred from either error. Previous quarter – (1) error.

St. Clair County Community Integration Services

3. Goal: Quality Service Delivery

Objective: Utilization Management Reviews

Performance Target: 90% accuracy

Terry will send out the report to the Q.I. Committee. Reviews will be scheduled for the 4th quarter to follow up on plans of correction.

Prevention: Alcohol & Other Drugs/Addictions

4. Goal: 100% of consumers will be given the opportunity to complete a Pre- and Post-test at the beginning and following completion of Alcohol & Other Drugs/Addiction classes.

Objective: Pre- and Post-tests will help the Agency improve the quality of services and increase knowledge of the participants. Results may determine the need to modify how the material is communicated to increase retained knowledge.

Performance Indicator: Pre- and Post-test results will be collected and analyzed on a quarterly basis and reported to the Quality Improvement Committee.

Performance Target: On a scale of 1-5, 4+ consumers will report that services were helpful.

Basic Drug Education (BDE) – Total certificates issued – 49

I.M.P.A.C.T. – 25 pre and 16 post; Intervention Center – 74 pre and 46 post surveys

Improved knowledge – plus 0.59

4.71 report the class was very helpful

93.2% reported they would use the information learned

RSAT – Residential Substance Abuse Treatment – Total certificates issued – 52

Huron House – 27 pre and 22 post surveys; Intervention Center – 24 pre and 27 post surveys

Improved knowledge – plus 0.89

4.51 reported the class was very helpful

91.2% reported they would use the information learned

Responsible Thinking – Total certificates issued – 52

I.M.P.A.C.T. – 25 pre and 9 post surveys; Intervention Center – 32 pre and 17 post surveys

Improved knowledge – plus 0.60

4.65 reported the class was very helpful

100% report they would use the information learned

ARM – Anger/Rage Management – Total certificates issued 44

I.M.P.A.C.T. – 15 pre and 4 post; Intervention Center – 45 pre and 21 post surveys

Improved knowledge - plus 0.86

4.84 reported the class was very helpful

100% reported they would use the information learned

Battering Intervention – Total certificates issued – 15
I.M.P.A.C.T. – 4 pre and 4 post surveys; Intervention Center – 3 pre and 3 post surveys
Improved knowledge – remained the same
4.71 reported the class very helpful

Active Parenting Birth to Five – Total certificates issued – 1
I.M.P.A.C.T.- 2 pre and 1 post surveys
Improved knowledge – plus .70
5.0 reported the class very helpful

Active Parenting 6 plus years – Total certificates issued – 0
I.M.P.A.C.T. – 41pre and 0 post surveys
Improved knowledge – NA
Reported the class very helpful - NA

TAM (Teen Anger Management) – Total certificates issued – 3
Pre and post surveys - NA
Improved knowledge – NA
Reported the class very helpful - NA
Reported they would use the information learned – NA
*Participants refused to complete surveys

Record Compliance (Utilization Review)

- A. Residential – Unannounced reviews of resident allowance funds and petty cash were completed at Michigan, Wells, Simpson, and Charmwood. This task is now being completed by the Program Managers. All the funds were accounted for.
- B. Utilization Management Reviews – Reviews were completed at Michigan and Wells. A few items of note include adding caloric intake to the health care appraisal form, IPOS guardian absentee signature sheet missing, missing signatures from RCA Resident Rights and assessment, and missing prescription for a piece of adaptive equipment. Both facilities were noted to be neat and clean. Overall, the UM was positive. All items are being corrected. Both Michigan and Wells are due for AFC Licensing renewal inspections in August. Charmwood is scheduled for review in the 4th quarter.

Individual Focused Services:

- A. Consumer Complaints - The CMH ORR substantiated the following violations. Michigan Road Home - (1) Mental Health Services Suited to Condition, (1) Abuse Class II (unreasonable force), (1) Freedom of movement, (1) Abuse Class III and (1) Failure to report. River Bend 1 – (1) Mental Health Services Suited to Condition. Administrative action was taken with all involved staff up to and including re-training and termination of employment.
- B. Residential and CISD Satisfaction Surveys – Residential consumers reported 97.92% satisfaction; Residential guardians reported 92.86% satisfaction and CISD reported 100% satisfaction. The public guardian’s office typically completes one survey per location even if they have more than one individual at the location therefore the number of surveys received from guardians is lower. We received many positive comments regarding client care and staff. Residents at River Bend 1 and 2 continue to voice concerns regarding food. A goal will be developed for FY26 to work with residents to address their concerns.
- C. Management Skill Development Program – Supervisors/Assistant Supervisors are accessing the training program. The new supervisors (Michigan, Belle River, and River Bend 1) have

been added to the account. The new assistant supervisor at River Bend 1 will also be added. The Program Managers have assigned specific training to be completed.

Corporate Compliance Complaints: N/A

Critical Incidents/Sentinel Events/Serious Accident or Illness: N/A

Staff Training: The Program Educator, HR Director and Program Managers are reviewing the New Staff Orientation/Training documents to streamline the process and delete duplications. The new format will include intermittent training at administration and training at the location to keep the new hire more engaged.

All residential locations have scheduled the CMH Office of Recipient Rights to complete the annual refresher at a staff meeting.

In-person CMH medication training will be completed initially after hire and then every 3 years. In between, staff will complete an annual self-study refresher.

Business Goals

1. **Staff Recruitment/Retention:** The retention rates for the last 12 months are as follows: June 99%, July 97%, August 97%, September 97%, October 98%, December 98%, January 98%, February 96.2%, March 97%, April 95%, May 99% and June 96% (staff who left the agency vs staff who remained). Staff received a 3% bonus in June. Recruitment ads are running on local billboards and radio. The sign on bonus was increased to \$1,500 and the referral bonus to \$800.

2. **Prevention Services (Alcohol & Drug Education):**

- a. Increase community awareness of prevention services – Coming up in the 4th quarter, we will have a table at the August block party being put on by the Port Huron Housing Commission. We will also be partnering with BWROC to start a new program-the Beyond the Bars Restoration Class which will work with transitioning people from jail to probation on their road to substance use recovery.
- b. Prevention electronic orientation process – the process has been completed and seems to be working well. This goal has been completed.

Added a Basic Drug Education and Responsible Thinking class at I.M.P.A.C.T. for the remainder of the fiscal year.

We passed out over 70 Prevention services brochures and fliers at the Community Resource Fair.

At the Fun and Fitness Fair, we had 30 children and adults participate with a good group of vendors to assist in our 2nd annual event.

At the Recovery Event, we continued to pass out Prevention services fliers and brochures and heard from a panel of speakers sharing their success stories in recovery.

100% of the stores did not try to sell to our underage inspector during Synar compliance checks.

100% of the tobacco vendor education has been completed. Alcohol vendor education has been started and will be completed in the 4th quarter.

3. **IT:** Looking

Connection sent us a quote from Fortinet for \$1600 for the backup FortiGate firewall.

Set up IMDATA for the new Program Manager North and South positions so they each have access to only their respective location data.

Working with Connection to review and select a new Virtualization platform to replace VMware due to licensing price increases.

4. **Capital Improvement Plan:** We took delivery of the two new 2025 Transit 14 passenger vans. One Transit was assigned to River Bend and the other at Wells. We have received an estimate from Cintas to replace the aged River Bend fire suppression system; however, we are waiting for clarification on some of the specifics. We are working on trying to get estimates from two other companies, but it is too hot in the attic currently for inspection or work. The fire suppression system is currently operational.

5. **Health & Safety:** The 3rd quarter Safe Driving Award goes to River Bend 2 with an overall score of 97%. Overall, our entire fleet scored above 85%. Excellent job everyone! The Safety Committee is working on developing a Safe Home Award.

Adjournment/Next Meeting: The meeting adjourned at 3:00 pm. The next meeting will be on October 8, 2025.