

GRETCHEN WHITMER
GOVERNOR

## STATE OF MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES LANSING

ELIZABETH HERTEL DIRECTOR

May 3, 2024

Trisha Sverns West Michigan Partnership for Children PO Box 232 Dorr, MI 49323

RE: License #: CB410381414

## Dear Ms. Sverns:

This letter is to advise you that the corrective action plan you submitted, regarding each rule violation cited in the recently completed Renewal Inspection Report is approved.

It is expected that the corrective action plan will be implemented within the time frames as outlined in your plan.

A follow-up evaluation will be made to verify compliance. Should the corrections not be implemented in the specified time, it may be necessary to reevaluate the status of your license.

The office provides technical assistance to meet the licensing requirements and consultation to improve services. Please contact me with any questions. In the event that I am not available, and you need to speak to someone immediately, you may contact the area manager, Samantha Way, at (517) 243-9743.

Sincerely,

Melinda Gubbins, Licensing Consultant

londa Yabli

MDHHS\Division of Child Welfare Licensing

701 S. Elmwood, Ste. 11

Traverse City, MI 49684 (231) 342-3721

## **CORRECTIVE ACTION PLAN (CAP)**

## Michigan Department of Health and Human Services Division of Child Welfare Licensing

Facility Name		License #	Date
West Michigan Partnership for Children		CB410381414	4/15/2024
Type of Inspection			
□ Renewal/Interim	☐ Special Investigation#		
Inspecting/Investigating consultant name			
Melinda Gubbins			
Michigan Department of Health and Human Services – Division of	f Child Welfare Licensing		
Address			
701 S Elmwood, Ste. 11			
City		State	Zip Code
Traverse City		MI	49684

Description of CAP (Optional)

This CAP was developed following the receipt of the Renewal Inspection concluded on 3/25/2024.

In response to the above noted licensing inspection/investigation, please accept the following corrective action plan to bring the facility into compliance with licensing rules.

Licensing Rule Violation	Is this a subsequent violation for the same rule within 2 years?	achievement it	Individual responsible for CAP implementation	Time frame for implementation	Plan for ongoing maintenance, including time frame	Date implemented or completed on
CPA Rule	No	N/A- not a	Amber	4/1/2024	As of 4/1/2024,	The WMPC
400.12212		repeat	Campos,		The onboarding	employee
Personnel		violation	Executive		checklist has	onboarding
Records			Assistant		been updated to	checklist
		As of 4/1/2024,			include reference	update was
		The onboarding			checks prior to	completed on
		checklist has			first day.	4/1/2024.
		been updated to			Executive	
		include			Assistant will	File audits
		reference			check onboarding	are
		checks prior to			checklist	scheduled to
		first day.			completion before	
		Executive			scheduling first	biannually,
		Assistant will			day of work.	in January
		check			EVIDENCE FOR	and July of
		onboarding			DCWL- onboarding	each year.
		checklist			checklist	
		completion			template.	
		before				
		scheduling			Personnel file	
		first day of			audits are	
		work.			conducted by the	
					executive	
					assistant at	
					least twice per	
					year. File audits	
					are conducted	
					using an audit	
					tool and results	

		ı	T		T	
					of the audit are	
					documented and	
					distributed to	
					the Leadership	
					Team. Amber will	
					work with the	
					manager to	
					address any	
					deficits	
					identified during	
					case reviews.	
					Evidence for	
					DCWL- completed	
					audit checklists;	
					communication	
					with leadership	
					team (emails)	
CWCC Contract:	Yes	Employee	Krystle	4/15/2024	The EMT Subgroup	The next EMT
Attachment G	1.00	turnover is the	_	-, -0, -0-1	will discuss best	Subgroup is
		suspected	Coordination		practices in	scheduled to
Service Plan		reason that the			timely service	meet on
Approval		CAP was	lianager		plan approval,	4/16/2024;
119920101		unsuccessful			including	this topic
		last year in			exploring	will be
		rectifying			developing	brought to
		performance to			network-wide	the group
		benchmark.			report writing	and
		Delicimark.			checklist that	discussed
		This year, we			agency workers	during
		<u> </u>			shall utilize to	subsequent
		have targeted			ensure all	_
		quality				meetings that occur
		improvement			necessary	
		activities in			components are	every other
		this area to			addressed in the	month.
		further support			first draft of	
		newer employees			the report.	
		and the quality			The EMT Subgroup	
		of service plan			will also discuss	
		submissions to			how the agency	
		supervisors.			can embed regular	

CWCC Contract:	No	N/A- not a	Jamie	3/1/2024	report writing support by supervisor and/or team lead into program operations. Supporting evidence for DCWL - EMT Sub Group meeting notes and any developed tools/resources. The PQI	Introduced
Attachment G Worker-Parent		repeat violation	Ferrell, PQI Coordinator and Patty		Coordinator will complete Modified Implementation	on 3/1/24 via PIP for CCWC review;
Visits		The PQI Coordinator will complete Modified Implementation Sustainability and Exit Plan (MISEP) Spreadsheets monthly to track trends for missed	Nikolich, PQI Manager		Sustainability and Exit Plan (MISEP) Spreadsheets monthly to track trends for missed visits. Evidence for DCWL- completed MISEP Spreadsheets. The PQI	ongoing monthly meetings scheduled on the third Wednesday, monthly.
		visits.  Evidence for  DCWL- completed  MISEP  Spreadsheets.  The PQI  Coordinator  will present  Worker Parent  data at the monthly PQI			Coordinator will present Worker Parent data at the monthly PQI Network Meeting and facilitate discussion to identify best practices and barriers. Meeting minutes will be	

CWCC Contract: Attachment G	No	Network Meeting and facilitate discussion to identify best practices and barriers.  Meeting minutes will be documented and shared with the group, highlighting best practices.  Evidence for DCWL- PQI Network meeting minutes  N/A- not a repeat	Jamie Ferrell, PQI	4/15/2024	documented and shared with the group, highlighting best practices.  Evidence for DCWL- PQI Network meeting minutes  The PQI Coordinator will	Introduced on 4/17/24;
	No	· ·		4/15/2024	- I	
Accacimient G		violation	Coordinator		complete Modified	ongoing
Parent-Child			and Patty		Implementation	monthly
Visits		The PQI	Nikolich,		Sustainability	meetings
		Coordinator	PQI Manager		and Exit Plan	scheduled on
		will complete			(MISEP)	the third
		Modified			Spreadsheets	Wednesday,
		Implementation			monthly to track	monthly.
		Sustainability			trends for missed	
		and Exit Plan (MISEP)			visits. Evidence for	
		Spreadsheets			DCWL- completed	
		monthly to			MISEP	
		track trends			Spreadsheets.	
		for missed			The PQI	
		visits.			Coordinator will	
		Evidence for			present Parent	
		DCWL- completed			Child data at the	
		MISEP			monthly PQI	
		Spreadsheets.			Network Meeting	
					and facilitate	
					discussion to	

The PQI	identify best
Coordinator	practices and
will present	barriers.
Parent Child	Meeting minutes
data at the	will be
monthly PQI	documented and
Network Meeting	shared with the
and facilitate	group,
discussion to	highlighting best
identify best	practices.
practices and	Evidence for
barriers.	DCWL- PQI Network
Meeting minutes	meeting minutes
will be	
documented and	
shared with the	
group,	
highlighting	
best practices.	
Evidence for	
DCWL- PQI	
Network meeting	
minutes	

CWCC Contract:	Yes	The WMPC	Jamie	3/1/2024	The PQI	Introduced
Attachment G		Network began	Ferrell, PQI		Coordinator will	on 3/1/24
		utilizing the	Coordinator		complete Modified	via PIP for
Medical-Periodic		DHHS HLO to	and Patty		Implementation	CCWC review;
		assist with	Nikolich,		Sustainability	ongoing
		initial medical	PQI Manager		and Exit Plan	monthly
		appointments on			(MISEP)	meetings
		6/1/23;			Spreadsheets to	scheduled on
		removing this			track trends for	the third
		task from the			missed	Wednesday,
		PAFC partners			appointments.	monthly.
		has allowed			Evidence for	_
		them to focus			DCWL- completed	
		on compliance			MISEP	
		for periodic			Spreadsheets.	
		medical				
		appointments			The PQI	
		which is why we			Coordinator will	
		suspect the CAP			present medical	
		was not			data at the	
		successful in			monthly PQI	
		rectifying			Network Meeting	
		performance to			and facilitate	
		benchmark			discussion to	
		standards.			identify best	
					practices and	
					barriers.	
					Meeting minutes	
					will be	
					documented and	
					shared with the	
					group.	
					Evidence for	
					DCWL- PQI Network	
					meeting minutes	
CWCC Contract:	Yes	Because this is	Jamie	3/1/2024	WMPC will form a	Introduced
Attachment G		a repeat	Ferrell, PQI		partnership with	on 3/1/24
		violation, the	Coordinator		a mobile dentist	via PIP for
Dental- Initial		WMPC network	and Patty		in Kent County.	CCWC review;
		implemented new			Evidence for	ongoing

T			1		
	supports	Nikolich,		DCWL- Service	monthly
	beginning on	PQI Manager		Agreement with	meetings
	3/1/2024, to			Destiny Dental	scheduled on
	address				the third
	barriers to			The mobile dental	Wednesday,
	timely dental			clinic locations	monthly.
	appointments,			will rotate	
	including			monthly across	
	addressing			the service	
	barriers such			providers within	
	as			the WMPC Network.	
	transportation			WMPC will serve	
	and provider			as a liaison to	
	availability by			track and monitor	
	having a mobile			appointments via	
	dentist come to			the MISEP	
	the private			Spreadsheet	
	agencies			monthly. The PQI	
	monthly. It is			Coordinator will	
	suspected that			identify barriers	
	the previous			to missed dental	
	CAP was not			appointments	
	successful in			including	
	improving this			rationale why	
	metric due to			mobile clinic was	
	systemic issues			not utilized on	
	with dental			the MISEP	
	providers in			Spreadsheet.	
	the local			Evidence for	
	community			DCWL- Monthly	
	(i.e.,			service records;	
	difficulties			Monthly MISEP	
	with getting			Spreadsheet.	
	timely				
	appointments,				
	receiving				
	paperwork				
	timely, etc.				
	The new CAP				
	proposed is				
	brobosed is				

		targeted to				
		address the				
		systemic				
		barriers noted.				
CWCC Contract:	Yes	Because this is	Tamio	3/1/2024		Introduced
Attachment G	res			3/1/2024	WMPC will form a	on 3/1/24
Accaemment G		a repeat	Ferrell, PQI		partnership with	
Dantal Vacular		violation, the	Coordinator		a mobile dentist	via PIP for
Dental- Yearly		WMPC network	and Patty		in Kent County.	CCWC review;
		implemented new	· ·		Evidence for	ongoing
		supports	PQI Manager		DCWL- Service	monthly
		beginning on			Agreement with	meetings
		3/1/2024, to			Destiny Dental	scheduled on
		address				the third
		barriers to			The mobile dental	Wednesday,
		timely dental			clinic locations	monthly.
		appointments,			will rotate	
		including			monthly across	
		addressing			the service	
		barriers such			providers within	
		as			the WMPC Network.	
		transportation			WMPC will serve	
		and provider			as a liaison to	
		availability by			track and monitor	
		having a mobile			appointments via	
		dentist come to			the MISEP	
		the private			Spreadsheet	
		agencies			monthly. The PQI	
		monthly.			Coordinator will	
					identify barriers	
		It is suspected			to missed dental	
		that the				
		previous CAP			appointments	
					including	
		was not successful in			rationale why	
		improving this			mobile clinic was	
		metric due to			not utilized on	
					the MISEP	
		systemic issues			Spreadsheet.	
		with dental			Evidence for	
		providers in			DCWL- Monthly	
		the local			service records;	

comm	unity	Monthly MISEP	
(i.e	• ,	Spreadsheet.	
diff	iculties		
with	getting		
time	ly		
appo	intments,		
rece	iving		
pape	rwork		
time	ly, etc.		
The	new CAP		
prop	osed is		
targ	eted to		
addr	ess the		
syst	emic		
barr	iers noted.		

**Corrective Action Plans must be signed by the Chief Administrator.** 

The Chief Administrator must sign the initial corrective action plan (required).

Signature	Title	Date
Chief Administrator must sign	Include title	Date signed
Signature	Title	Date
Other applicable persons' signatures	Include title	Date signed
Signature Soma Apolman	Title Sonia Noorman	Date 5.3.2024
Signature	Title	Date

Please accept my signature as confirmation this corrective action plan has been fully implemented. (Must be signed by the Chief Administrator).

Signature	Title	Date
CA re-signs when fully implemented	Include title	Re-signed