CORRECTIVE ACTION PLAN (CAP)

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

License #	Date
CB41038143	14 5/10/2022
Special Investigation#	
hild Welfare Licensing	
State	Zip Code
MI	49323
	Special Investigation# Child Welfare Licensing State

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?	Plan for compliance achievement. If this is a subsequent violation for the same rule, explain why the previous CAP was unsuccessful.	Individual responsible for CAP implementation	Time frame for implementation	Plan for ongoing maintenance, including time frame	Date implemented or completed on
R 400.12212	No	Employees who	CEO and HR	April 21,	In weekly	5/6/2022
Personnel		are found to be	Consultant	2022	meetings, HR	
records		on the Central			Consultant and	
2.h.		Registry after			CEO will have a	
		receiving a			standing agenda	
		preliminary			for discussion of	
		offer letter			central registry	
		will be			results that are	
		terminated			outstanding for	
		immediately			newly hired	
		within WMPC's			employees.	
		electronic HR				
		system. They				
		will not begin				
		work or re-				
		added to WMPC's				
		electronic HR				
		system until it				
		is determined				
		any findings				
		were				
	No	unsubstantiated The staff	CEO and IID	E/6/2022	IID Conquiltont/	
R 400.12212	No	The staff person's 6-	CEO and HR Consultant	5/6/2022	HR Consultant/ designated staff	
Personnel		month	COMSUILAM		will review all	
records		evaluation has			staff files at	
3.a.		since been			least two times	
One of six		completed. WMPC			per year (June	
personnel files		has implemented			and December) to	

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reviewed did not	a new Human			ensure
contain written	Resources			performance
evaluations as	online system			evaluations are
required.	that provides			being completed
	reminders at			on a timely
	the time that			basis. This
	performance			activity will be
	evaluations are			documented in a
	due to be			brief report and
	completed.			kept on file.
	HR Consultant/		June 30,	
	designated		2022 and	
	staff will		ongoing	
	review all		011901119	
	staff files at			
	least two times			
	per year (June and December)			
	/			
	to ensure			
	performance			
	evaluations are			
	being completed			
	on a timely			
	basis.			
Key Performance Yes	The COVID-19	Director of	June 1,	Monthly through
Indicators	pandemic	PQI	2022 and	Medical Liaison
Medical-Initial	continued to		ongoing	and PQI lead
	impact			meetings and
	performance			through formal
	throughout the			performance
	=			review quarterly
	year.			through contract
				management
	Performance			meetings, which
	dashboards will			will be
	be reviewed			documented via
	monthly and			meeting minutes.
	will be			Monthly
	utilized to			monitoring by PQI
	identify any			INOTITION DY TOT

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trends in the		team, which will	
population not		be documented	
receiving		through a brief	
timely		report provided	
medicals. This		to the	
activity will		appropriate	
be documented		stakeholder and	
in a brief		filed with the	
report,		WMPC PQI team.	
provided to			
necessary			
stakeholders so			
that			
performance can			
be adjusted,			
and filed with			
the WMPC PQI			
Department.			
Department.			
Performance			
data will be			
reviewed with			
the PAFC			
Medical Liaison			
group as well			
as the PQI			
leads group			
monthly.			
Performance			
data will also			
be formally			
reviewed with			
PAFC leadership			
quarterly.			
Trends,			
barriers and			
best practices			
will be			
identified			
during these			

meetings.		
Meeting minutes		
will be taken		
at these		
meetings, and		
filed with WMPC		
PQI Department.		
As part of the		
review process,		
WMPC will		
continue to		
develop		
individual		
performance		
improvement		
plans with each		
agency. These		
plans will		
outline		
improvement		
activities each		
agency will		
undertake to		
achieve		
compliance.		
These plans		
will continue		
to be reviewed		
and updated		
quarterly,		
signed by the		
PAFC and WMPC		
and filed with		
the WMPC PQI		
Department.		
WMPC will work		
with agencies		
with agenties		

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		to develop a				
		written				
		framework for				
		notifying				
		workers of				
		upcoming				
		appointments				
		and reviewing				
		appointments				
		that were				
		missed or not				
		completed				
		timely. WMPC				
		will also				
		monitor				
		upcoming				
		appointments				
		through the				
		book of				
		business				
		monthly to				
		support the				
		agency in				
		preventing				
		untimely				
		visits. This				
		activity will				
		be documented				
		in a brief				
		report provided				
		to the agency				
		to adjust				
		performance				
		accordingly and				
		filed with the				
		WMPC PQI				
		Department.				
Key Performance	Yes	The COVID-19	Director	June 1, 2022	Monthly through	
Indicators			of PQI	and ongoing	Medical Liaison	
11.41040015		pandemic	~ -	9	and PQI lead	
		continued to			=	

Medical-Periodic	impact	meetings and
(Well Child)	performance	through formal
Yearly/ (14	throughout the	performance
Months)	year.	review quarterly
		meetings,
	Performance	documented via
	dashboards will	meeting minutes.
	be reviewed	Monthly
	monthly and	monitoring by PQI
	will be	team, which will
	utilized to	be documented
	identify any	through a brief
	trends in the	report provided
	population not	to the
	receiving	appropriate
	timely	stakeholder and
	medicals. This	filed with the
	activity will	WMPC PQI team.
	be documented	
	in a brief	
	report,	
	provided to	
	necessary	
	stakeholders so	
	that	
	performance can	
	be adjusted,	
	and filed with	
	the WMPC PQI	
	Department.	
	Performance	
	data will be	
	reviewed with	
	the PAFC	
	Medical Liaison	
	group as well	
	as the PQI	
	leads group	
	monthly.	
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Performance			
data will also			
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PAFC leadership			
quarterly.			
Trends,			
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meetings.			
As part of the			
review process,			
WMPC will			
continue to			
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plans with each			
agency. These			
plans will			
outline			
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activities each			
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These plans			
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WMPC will work			
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preventing			
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visits. This			
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be documented			
in a brief			
report provided			
to the agency			
to adjust			
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accordingly and			
filed with the			
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		WMPC PQI			
		Department.			
Van Damfarmana	Yes	-	Director	Tune 1 2022	Monthly through
Key Performance Indicators	163	The COVID-19	of PQI	and ongoing	Medical Liaison
Dental-Initial		pandemic	OI IQI	and ongoing	and PQI lead
Dental-Initial		continued to			meetings and
		impact			through formal
		performance			performance
		throughout the			
		year.			review quarterly meetings
					documented via
		Performance			
		dashboards will			meeting minutes.
		be reviewed			Monthly
		monthly and			monitoring by PQI team, which will
		will be			be documented
		utilized to			through a brief
		identify any			
		trends in the			report provided to the
		population not			
		receiving			appropriate stakeholder and
		timely			filed with the
		medicals. This			
		activity will			WMPC PQI team.
		be documented			
		in a brief			
		report,			
		provided to			
		necessary			
		stakeholders so			
		that			
		performance can			
		be adjusted,			
		and filed with			
		the WMPC PQI			
		Department.			
		Performance			
		data will be			
		reviewed with			
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the PAFC		
Medical Liaison		
group as well		
as the PQI		
leads group		
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Performance		
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PAFC leadership		
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Trends,		
barriers and		
best practices		
will be		
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during these		
meetings.		
Meetings: Meeting minutes		
will be taken		
at these		
meetings, and		
filed with WMPC		
PQI Department.		
As part of the		
review process,		
WMPC will		
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agency will		
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These plans		
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PAFC and WMPC		
and filed with		
the WMPC PQI		
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WMPC will work		
with agencies		
to develop a		
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workers of		
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missed or not		
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support the		

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		agency in				
		preventing				
		untimely				
		visits. This				
		activity will				
		be documented				
		in a brief				
		report provided				
		to the agency				
		to adjust				
		performance				
		accordingly and				
		filed with the				
		WMPC PQI				
		Department.				
Key Performance	Yes	The COVID-19	Director	Tune 1 2022	Monthly through	
Indicators	100		of PQI	and ongoing	Medical Liaison	
		pandemic	OI IQI	and ongoing	and PQI lead	
Dental-Yearly		continued to			meetings and	
		impact			_	
		performance			through formal	
		throughout the			performance	
		year.			review quarterly	
					meetings,	
		Performance			documented via	
		dashboards will			meeting minutes.	
		be reviewed			Monthly	
		monthly and			monitoring by PQI	
		will be			team, which will	
		utilized to			be documented	
		identify any			through a brief	
		trends in the			report provided	
					to the	
		population not			appropriate	
		receiving			stakeholder and	
		timely			filed with the	
		medicals. This			WMPC PQI team.	
		activity will				
		be documented				
		in a brief				
		report,				
		provided to				

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	necessary			
	stakeholders so			
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	performance can			
	be adjusted,			
	and filed with			
	the WMPC PQI			
	Department.			
	Performance			
	data will be			
	reviewed with			
	the PAFC			
	Medical Liaison			
	group as well			
	as the PQI			
	leads group			
	monthly.			
	Performance			
	data will also			
	be formally			
	reviewed with			
	PAFC leadership			
	quarterly.			
	Trends,			
	barriers and			
	best practices			
	will be			
	identified			
	during these			
	meetings.			
	Meeting minutes			
	will be taken			
	at these			
	meetings, and			
	filed with WMPC			
	PQI Department.			
	As part of the			
	review process,			
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WMPC will			
continue to			
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improvement			
plans with each			
agency. These			
plans will			
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activities each			
agency will			
undertake to			
achieve			
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These plans			
will continue			
to be reviewed			
and updated			
quarterly,			
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and filed with			
the WMPC PQI			
Department.			
WMPC will work			
with agencies			
to develop a			
written			
framework for			
notifying			
workers of			
upcoming			
appointments			
and reviewing			
appointments			
that were			
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		timely. WMPC				
		will also				
		monitor				
		upcoming				
		appointments				
		through the				
		book of				
		business				
		monthly to				
		support the				
		agency in				
		preventing				
		untimely				
		visits. This				
		activity will				
		be documented				
		in a brief				
		report provided				
		to the agency				
		to adjust				
		performance				
		accordingly and				
		filed with the				
		WMPC PQI				
		Department.				
Key Performance	No	Performance	Director	June 1, 2022	Monthly through	
Indicators		dashboards will	of PQI	and ongoing	PQI lead meetings	
Children's		be reviewed			and through	
Foster Care		monthly and			formal	
Service Plans-		will be			performance	
Timely Case		utilized to			review quarterly	
Plans		identify any			meetings,	
		trends in the			documented via	
		population not			meeting minutes.	
					Monthly	
		_			monitoring by PQI	
		_			team, which will	
		-			be documented	
		be documented			through a brief	
		receiving timely service plans. This activity will			Monthly monitoring by PQI team, which will be documented	

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	in a brief		report provided	
	report,		to the	
	provided to		appropriate	
	necessary		stakeholder and	
	stakeholders so		filed with the	
	that		WMPC PQI team.	
	performance can		~	
	be adjusted,			
	and filed with			
	the WMPC PQI			
	Department.			
	Performance			
	data will be			
	reviewed with			
	the PQI leads			
	group monthly.			
	Performance			
	data will also			
	be formally			
	reviewed with			
	PAFC leadership			
	quarterly.			
	Trends,			
	barriers and			
	best practices			
	will be			
	identified			
	during these			
	meetings.			
	Meeting minutes			
	will be taken			
	at these			
	meetings, and			
	filed with WMPC			
	PQI Department.			
	As part of the			
	_			
	review process,			
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	continue to			
	develop			
	individual			
	performance			
	improvement			
	plans with each			
	agency. These			
	plans will			
	outline			
	improvement			
	activities each			
	agency will			
	undertake to			
	achieve			
	compliance.			
	These plans			
	will continue			
	to be reviewed			
	and updated			
	quarterly,			
	signed by the			
	PAFC and WMPC			
	and filed with			
	the WMPC PQI			
	Department.			
	Deparement.			
	As part of the			
	performance			
	improvement			
	plan, WMPC will			
	work with			
	agencies to			
	develop a			
	written			
	framework for			
	notifying staff			
	of upcoming			
	plan due dates			
	and reviewing			
	plans not			
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		completed				
		timely. WMPC				
		will also				
		monitor				
		upcoming due				
		dates through				
		the book of				
		business on a				
		monthly				
		frequency to				
		support the				
		agency in				
		preventing				
		untimely				
		approvals. This				
		activity will				
		be documented				
		in a brief				
		report provided				
		to the agency				
		to adjust				
		performance				
		accordingly and				
		filed with the				
		WMPC PQI				
		Department.				
		WMPC will work				
		with agencies				
		to send				
		notification of				
		plan due dates				
		a week in				
		advance to				
		ensure enough				
		time for timely				
		plan				
		development.				
Key Performance	Yes	Performance	Director	June 1, 2022	Monthly through	
Indicators		dashboards	of PQI	, =	PQI lead meetings	
1		will be	~ -		and through	
	1			<u> </u>	1	

Children's	reviewed	formal
Foster Care	monthly and	performance
Timely Case	will be	review quarterly
Service Plan	utilized to	meetings,
Approvals	identify any	documented by
	trends in	meeting minutes.
	the	Monthly
	population	monitoring by PQI
	not	team, which will
	receiving	be documented
	timely	through a brief
	service plan	report provided
	approvals.	to the
	This	appropriate
	activity	stakeholder and
	will be	filed with the
	documented	WMPC PQI team.
	in a brief	
	report,	
	provided to	
	necessary	
	stakeholders	
	so that	
	performance	
	can be	
	adjusted,	
	and filed	
	with the	
	WMPC PQI	
	Department.	
	Performance	
	data will be	
	reviewed	
	with the PQI	
	leads group	
	monthly.	
	Performance	
	data will	
	also be	
	3230 20	

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formally			
reviewed			
with PAFC			
leadership			
quarterly.			
Trends,			
barriers and			
best			
practices			
will be			
identified			
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meetings.			
Meeting			
minutes will			
be taken at			
these			
meetings,			
and filed			
with WMPC			
PQI			
Department.			
bepar emerie:			
As part of			
the review			
process,			
WMPC will			
continue to			
develop			
individual			
performance			
improvement			
plans with			
each agency.			
These plans			
will outline			
improvement			
activities			
each agency			
will			
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undertake to		
achieve		
compliance.		
These plans		
will		
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be reviewed		
and updated		
quarterly,		
signed by		
the PAFC and		
WMPC and		
filed with		
the WMPC PQI		
Department.		
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As part of		
the		
performance		
improvement		
plan, WMPC		
will work		
with		
agencies to		
develop a		
written		
framework		
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notifying		
supervisors		
of upcoming		
approval due		
dates and		
reviewing		
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timely. WMPC		
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a monthly			
frequency to			
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agency in			
preventing			
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approvals.			
This			
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will be			
documented			
in a brief			
report			
provided to			
the agency			
to adjust			
performance			
accordingly			
and filed			
with the			
WMPC PQI			
Department.			
WMPC will			
work with			
agencies to			
send			
notification			
of approval			
due dates a			
week in			
advance to			
ensure			
enough time			
for comments			
and			
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	before			
	approval.			
Yes			June 1,	Through formal
	pandemic,	PQI	2022	performance
	over the			review quarterly
	last year			meetings, which
	many			will be
	meetings			documented via
	were being			meeting minutes.
	completed			Monthly
	virtually.			monitoring by PQI
	Infoview did			team, which will
	not capture			be documented
	this			through a brief
	information			report provided
	for many			to the
	months. This			appropriate
	has			stakeholder and
	contributed			filed with the
	to the			WMPC PQI team.
	documentatio			
	n of lower			
	performance.			
	Performance			
	will be			
	monitored			
	monthly and			
	formally			
	reviewed with			
	each PAFC			
	quarterly.			
	This activity			
	will be			
	documented in a			
	brief report,			
	_			
	stakeholders so			
	Yes	Due to the pandemic, over the last year many meetings were being completed virtually. Infoview did not capture this information for many months. This has contributed to the documentatio n of lower performance. Performance will be monitored monthly and formally reviewed with each PAFC quarterly. This activity will be documented in a brief report, provided to necessary	before approval. Pue to the pandemic, over the last year many meetings were being completed virtually. Infoview did not capture this information for many months. This has contributed to the documentatio n of lower performance. Performance will be monitored monthly and formally reviewed with each PAFC quarterly. This activity will be documented in a brief report, provided to necessary	before approval. Yes Due to the pandemic, over the last year many meetings were being completed virtually. Infoview did not capture this information for many months. This has contributed to the documentatio n of lower performance. Performance will be monitored monthly and formally reviewed with each PAFC quarterly. This activity will be documented in a brief report, provided to necessary

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		that				
		performance can				
		be adjusted,				
		and filed with				
		the WMPC PQI				
		Department. As				
		part of the				
		review				
		process, WMPC				
		will develop				
		individual				
		performance				
		improvement				
		plans with				
		each agency.				
		These plans				
		will outline				
		improvement				
		activities				
		each agency				
		will				
		undertake in				
		order to				
		achieve				
		compliance.				
		These plans				
		will continue				
		to be				
		reviewed and				
		updated				
		quarterly,				
		signed by the				
		PAFC and WMPC				
		and filed				
		with the WMPC				
		PQI				
		Department.				
CWCC Contract:	Yes	WMPC will	Director of	June 1, 2022	Through formal	
Attachment F		discuss the	PQI	and ongoing	performance	
Inclusivity		requirement	- × -		review quarterly	
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Corrective	that all	meetings, which
	corrective	will be
Action Plan	action plans	documented
Approvals	must be	through meeting
	approved by	minutes.
	WMPC with all	
	PAFC's and	
	supportive	
	service	
	agencies. An	
	email will be	
	sent to PAFC	
	and supportive	
	service agency	
	leadership	
	outlining this	
	requirement.	
	The topic will	
	also be	
	discussed in	
	the PAFC	
	Director/WMPC	
	Director	
	meeting at	
	least twice	
	over the next	
	year and will	
	be documented	
	in meeting	
	minutes. The	
	requirement	
	will be added	
	to the WMPC PQI	
	Manual, which	
	will be	
	provided to the	
	PAFC's and	
	supportive	
	services	
	agencies.	
	ageneres.	

Corrective Action Plans must be signed by the Chief Administrator.

The Chief Administrator must sign the initial corrective action plan (required).							
Signature Onia Morman	Title	Date					
Drua Ulborman	Chief Executive Officer	5/10/2022					
Signature (II) III	Title	Date					
Signature (in BA)	Dir of Performance & Quality Improvement	5/10/2022					
Signature	Title	Date					
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							