Community Mental Health for Central Michigan

Audit

GENERAL INFO	
AUDIT TYPE Site Review - FY 27 (Residential Providers)	AUDIT ID 957
AUDIT DATE 10/23/2026	

PROVIDER

Test Direct Provider
301 South Crapo Street
Mt Pleasant, MI 48858-2941

AUDIT STAFF	
Staff	Supervisor
Emma Lentz	☐

PROVIDER CONTACTS

No Provider Contacts Exist

COMMENTS

1.LICENSE INQUIRY
Review that the provider has an active license and note any recent special investigations.

REFERENCE INFORMATION
Provider Handbook

☐ Not Applicable

2.STAFFING SCHEDULE REVIEW (TYPE B).
Review staffing schedule underutilization/overutilization. Discuss concerns with provider.

REFERENCE INFORMATION
Provider Network Manual

☐ Not Applicable

3.ANNUAL DOCUMENTATION UPLOADS
Review that the HCA, RCA, summary of rights, discharges, and complaints, assessment plan, and prescription for personal care are uploaded to cigmmo.

REFERENCE INFORMATION
Provider Network Manual

☐ Not Applicable

4.SPECIALIZED RESIDENTIAL NOTES
Review unsigned notes. Discuss concerns with provider.

REFERENCE INFORMATION

☐ Not Applicable

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5.MONTHLY DOCUMENTATION UPLOADS
Review that monthly home provider reports and community events/outing logs are uploaded to cigmmo.

REFERENCE INFORMATION
CMHCM Provider Manual.

☐ Not Applicable

6.IPOS TRAINING RECORDS
Select a sample of consumers to ensure both internal staff and direct staff have appropriate IPOS training record documentation.

REFERENCE INFORMATION
MSHN Training Grid

☐ Not Applicable

7.PRIOR SITE REVIEW CONCERNS
Note any citations or concerns from the previous years site review.

REFERENCE INFORMATION

☐ Not Applicable

8.BEHAVIOR TREATMENT DOCUMENTATION
Review a sample of residents. Ensure that any residents with an active BTP have data uploaded.

REFERENCE INFORMATION
MDHHS - Behavior Treatment Plans Technical Requirement

☐ Not Applicable

9.TRAINING DOCUMENTATION
Review a sample of staff working within the home. Ensure their training compliance is met.

REFERENCE INFORMATION
MSHN Training Grid. CMHCM Provider Manual. CMHCM Provider Handbook.

☐ Not Applicable

10.HCBS SITE VISIT CONCERNS
Review HCBS site visit, document any noted concerns/items requiring remediation.

REFERENCE INFORMATION
HCBS Final Rule.

☐ Not Applicable

1.CONSUMER DOCUMENTATION
Ensure that there are copies of updated documentation on site: IPOS (and training records), HCA, RCA and summary of rights, Assessment Plan, Script for Personal Care, BTP, HPR's, Outing Logs, Guardianship/Advance Directive (or advance directive refusal).

REFERENCE INFORMATION
MCL 330.1746, R400.14301 (4), MA Manual, BT Technical Requirement, R400.14309, HIPAA

☐ Not Applicable

2.CONTINGENCY PLANS

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Does provider have evidence of contingency planning?

REFERENCE INFORMATION
CMHCM Provider Handbook

☐ Not Applicable

3.MEDICATIONS
Medication administration record is utilized. Medication logs are completed and current, and match the med list.

REFERENCE INFORMATION
MSHN Specialized Residential Home Standards

1.HCBS VISIT REVIEW
Review HCBS visit notes. Has compliance been met regarding items requiring remediation? Note if concerns are still present.

REFERENCE INFORMATION
HCBS Final Rule

☐ Not Applicable

2.HCBS VIOLATIONS
Document any HCBS violations observed at time of site visit.

REFERENCE INFORMATION
HCBS Final Rule

☐ Not Applicable

1.RECIPIENT RIGHTS POSTER AND BOOKLET
Recipient Rights poster and rights booklet is in conspicuous location for recipients, staff, and visitors. List the CMHs and name(s) of Rights Staff observed on the posters.

REFERENCE INFORMATION
MCL - Section 330.1754

☐ Not Applicable

2.ABUSE AND NEGLECT POSTERS
Abuse and Neglect reporting posters are posted and visible in a conspicuous location for recipients, staff, and visitors

REFERENCE INFORMATION
MCL - Section 330.1722. MPM.

☐ Not Applicable

3.GRIEVANCE AND APPEALS PROCESS
Provider is aware of where to direct Medicaid consumer with grievance and appeals process as appropriate. Evidenced via discussion with provider on site.

REFERENCE INFORMATION
Mental Health Code 330.1754(6)(f); Medicaid Manual, General Info., Page 3; CMHCM Provider Manual, Policy 02.01.11

☐ Not Applicable

4.EMERGENCY NUMBERS
Emergency Numbers are posted in a conspicuous location for recipients, staff, and visitors

REFERENCE INFORMATION
R 400.14318 (Rule 318). CMHCM Provider Manual.

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☐ Not Applicable

5.MENTAL HEALTH CODE
Look for print or electronic copies of Chapter 7 and 7A (Recipient Rights section) of the Mental Health Code (MHC), and that they are easily accessible to staff.

REFERENCE INFORMATION
Chapter 7 of MHC

☐ Not Applicable

6.ORR - ACCESS TO COMPLAINT FORMS
Complaint forms are readily available.

REFERENCE INFORMATION
7.100.006 Recipient Rights, General Administration, General Rights

☐ Not Applicable

7.ORR - CONSUMERS KNOW HOW TO FILE COMPLAINTS
Recipients know how to file a complaint, with whom, and where complaints forms are located

REFERENCE INFORMATION
7.100.006 Recipient Rights, General Administration, General Rights

☐ Not Applicable

8.ORR - STAFF KNOW HOW TO FILE COMPLAINTS
Staff know where complaint forms are to be found, how to file a complaint and with whom. Identified by asking 2 staff.

REFERENCE INFORMATION
CMHCM Provider Network Manual; CMHCM Policies: 3.500.002 Provider Site Review / 4.000.000 Human Resource Practices / 7.100.006 Recipient Rights, General Administration, General Rights

☐ Not Applicable

9.INCIDENT REPORTING
Incident reports are completed in entirety. 5.1a Prevention Strategy was addressed in the incident report. Request log of incident reports and select a sample to review. Indicate the number of IRs reviewed.

REFERENCE INFORMATION
PIHP/MDHHS Contract 6.1, Critical Incidents; Medicaid Provider Manual Section 10.4; CARF I.H.9, I.H.10.b.(3-5); R 400 14209; R 400 14307

☐ Not Applicable

10.SPECIALIZED CARE NEEDS
If individuals have specialized needs, are staff trained on how to support this population? Is site able to accommodate specialized care needs?

REFERENCE INFORMATION
7-300-003 Recipient Rights Policy, Provider Network Manual

☐ Not Applicable

11.EXCLUDED ITEMS
Any excluded items are made known to consumers/residents. Excluded items are in line with current HCBS guidelines.

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REFERENCE INFORMATION
State of Michigan ORR tool

☐ Not Applicable

12.CONFIDENTIALITY
Records and other confidential information are secured and not open for public inspection

REFERENCE INFORMATION
State of Michigan ORR tool

☐ Not Applicable

13.ACCOMODATIONS
Appropriate accommodations are made for persons with physical disabilities

REFERENCE INFORMATION
Recipient Rights Policy, Provider Network Manual; 7-300-003.

☐ Not Applicable

1.APPLIANCES ARE OPERATIONAL
Furnace works properly, filter changes completed regularly. Plumbing works properly (bathrooms, showers, laundry, etc.).

REFERENCE INFORMATION
CMHCM Provider Manual

☐ Not Applicable

2.THE PREMISES IS FREE OF MOLD, INSECTS, OR RODENTS

REFERENCE INFORMATION
CMHCM Provider Manual

☐ Not Applicable

3.FIRE DRILLS
There is evidence of quarterly fire drills, for each shift.

REFERENCE INFORMATION
MSHN Specialized Residential Home Standards

☐ Not Applicable

4.MEDICATIONS
Medications are stored properly (locked).

REFERENCE INFORMATION
MSHN Specialized Residential Home Standards

☐ Not Applicable

5.FIRST AID KIT
There is evidence of a first aid kit in the home and vehicle (if transporting consumers).

REFERENCE INFORMATION
MSHN Specialized Residential Home Standards

☐ Not Applicable

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6.DETECTORS
Fire alarms and CO2 detectors are present and in working condition.

REFERENCE INFORMATION
MSHN Specialized Residential Home Standards

☐ Not Applicable

7.EXTINQUISHER
Fire extinguishers are present.

REFERENCE INFORMATION
MSHN Specialized Residential Home Standards

☐ Not Applicable

8.EMERGENCY NUMBERS
At minimum, poison control number is posted.

REFERENCE INFORMATION
MSHN Specialized Residential Home Standards

☐ Not Applicable

9.RAILINGS/RAMPS
Railings and ramps are in good condition.

REFERENCE INFORMATION
MSHN Specialized Residential Home Standards

☐ Not Applicable

10.FOOD SERVICE EQUIPMENT
Equipment is clean and in working condition (fridge, freezer, oven, etc.).

REFERENCE INFORMATION
MSHN Specialized Residential Home Standards

☐ Not Applicable

11.EXITS/HALLS
Exits/hallways/ramps are clean and unobstructed.

REFERENCE INFORMATION
CMHCM Provider Manual

☐ Not Applicable

12.OVERALL CONDITION
Roof, siding, driveway, sidewalks, walls, ceilings, etc., are in good condition.

REFERENCE INFORMATION
CMHCM Provider Manual

☐ Not Applicable

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Showing 5 of 5 Section Scores			
Section	Section Score	Possible Score	Percent
Desk Audit - Residential Providers	0.00	20.00	0.00%

Question / Sub Title	Question Score	Possible Score	Percent
License Inquiry Review that the provider has an active license and note any recent special investigations.	0.00	2.00	0.00%
Staffing Schedule Review (Type B). Review staffing schedule underutilization/overutilization. Discuss concerns with provider.	0.00	2.00	0.00%
Annual Documentation Uploads Review that the HCA, RCA, summary of rights, discharges, and complaints, assessment plan, and prescription for personal care are uploaded to cigmmo.	0.00	2.00	0.00%
Specialized Residential Notes Review unsigned notes. Discuss concerns with provider.	0.00	2.00	0.00%
Monthly Documentation Uploads Review that monthly home provider reports and community events/outing logs are uploaded to cigmmo.	0.00	2.00	0.00%
IPOS Training Records Select a sample of consumers to ensure both internal staff and direct staff have appropriate IPOS training record documentation.	0.00	2.00	0.00%
Prior Site Review Concerns Note any citations or concerns from the previous years site review.	0.00	2.00	0.00%
Behavior Treatment Documentation Review a sample of residents. Ensure that any residents with an active BTP have data uploaded.	0.00	2.00	0.00%
Training Documentation Review a sample of staff working within the home. Ensure their training compliance is met.	0.00	2.00	0.00%
HCBS Site Visit Concerns Review HCBS site visit, document any noted concerns/items requiring remediation.	0.00	2.00	0.00%
Section Score:	**0.00**		
Possible Score:		**20.00**	
Percent:			**0.00%**

Onsite Documentation Review - Residential Providers	0.00	6.00	0.00%

Question / Sub Title	Question Score	Possible Score	Percent
Consumer Documentation Ensure that there are copies of updated documentation on site: IPOS (and training records), HCA, RCA and summary of rights, Assessment Plan, Script for Personal Care, BTP, HPR's, Outing Logs, Guardianship/Advance Directive (or advance directive refusal).	0.00	2.00	0.00%
Contingency Plans Does provider have evidence of contingency planning?	0.00	2.00	0.00%
Medications Medication administration record is utilized. Medication logs are completed and current, and match the med list.	0.00	2.00	0.00%
Section Score:	**0.00**		
Possible Score:		**6.00**	
Percent:			**0.00%**

PRIVILEGED AND CONFIDENTIAL INFORMATION
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HCBS - Site Review	0.00	4.00	0.00%
Question / Sub Title	Question Score	Possible Score	Percent
HCBS Visit Review Review HCBS visit notes. Has compliance been met regarding items requiring remediation? Note if concerns are still present.	0.00	2.00	0.00%
HCBS Violations Document any HCBS violations observed at time of site visit.	0.00	2.00	0.00%
Section Score:	**0.00**		
Possible Score:		**4.00**	
Percent:			**0.00%**

Site Review - Recipient Rights	0.00	26.00	0.00%
Question / Sub Title	Question Score	Possible Score	Percent
Recipient Rights Poster and Booklet Recipient Rights poster and rights booklet is in conspicuous location for recipients, staff, and visitors. List the CMHs and name(s) of Rights Staff observed on the posters.	0.00	2.00	0.00%
Abuse and Neglect Posters Abuse and Neglect reporting posters are posted and visible in a conspicuous location for recipients, staff, and visitors	0.00	2.00	0.00%
Grievance and Appeals Process Provider is aware of where to direct Medicaid consumer with grievance and appeals process as appropriate. Evidenced via discussion with provider on site.	0.00	2.00	0.00%
Emergency Numbers Emergency Numbers are posted in a conspicuous location for recipients, staff, and visitors	0.00	2.00	0.00%
Mental Health Code Look for print or electronic copies of Chapter 7 and 7A (Recipient Rights section) of the Mental Health Code (MHC), and that they are easily accessible to staff.	0.00	2.00	0.00%
ORR - Access to Complaint Forms Complaint forms are readily available.	0.00	2.00	0.00%
ORR - Consumers know how to file complaints Recipients know how to file a complaint, with whom, and where complaints forms are located	0.00	2.00	0.00%
ORR - Staff know how to file complaints Staff know where complaint forms are to be found, how to file a complaint and with whom. Identified by asking 2 staff.	0.00	2.00	0.00%
Incident Reporting Incident reports are completed in entirety. 5.1a Prevention Strategy was addressed in the incident report. Request log of incident reports and select a sample to review. Indicate the number of IRs reviewed.	0.00	2.00	0.00%
Specialized Care Needs If individuals have specialized needs, are staff trained on how to support this population? Is site able to accommodate specialized care needs?	0.00	2.00	0.00%
Excluded Items Any excluded items are made known to consumers/residents. Excluded items are in line with current HCBS guidelines.	0.00	2.00	0.00%
Confidentiality Records and other confidential information are secured and not open for public inspection	0.00	2.00	0.00%
Accomodations Appropriate accommodations are made for persons with physical disabilities	0.00	2.00	0.00%
Section Score:	**0.00**		
Possible Score:		**26.00**	
Percent:			**0.00%**

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Site Visit - Safety and General Appearance (Residential Providers)	0.00	24.00	0.00%
Question / Sub Title	Question Score	Possible Score	Percent
Appliances are Operational Furnace works properly, filter changes completed regularly. Plumbing works properly (bathrooms, showers, laundry, etc.).	0.00	2.00	0.00%
The Premises is Free of Mold, Insects, or Rodents	0.00	2.00	0.00%
Fire Drills There is evidence of quarterly fire drills, for each shift.	0.00	2.00	0.00%
Medications Medications are stored properly (locked).	0.00	2.00	0.00%
First Aid Kit There is evidence of a first aid kit in the home and vehicle (if transporting consumers).	0.00	2.00	0.00%
Detectors Fire alarms and CO2 detectors are present and in working condition.	0.00	2.00	0.00%
Extinquisher Fire extinguishers are present.	0.00	2.00	0.00%
Emergency Numbers At minimum, poison control number is posted.	0.00	2.00	0.00%
Railings/Ramps Railings and ramps are in good condition.	0.00	2.00	0.00%
Food Service Equipment Equipment is clean and in working condition (fridge, freezer, oven, etc.).	0.00	2.00	0.00%
Exits/Halls Exits/hallways/ramps are clean and unobstructed.	0.00	2.00	0.00%
Overall Condition Roof, siding, driveway, sidewalks, walls, ceilings, etc., are in good condition.	0.00	2.00	0.00%
Section Score:	**0.00**		
Possible Score:		**24.00**	
Percent:			**0.00%**

Audit Score:	**0.00**		
Possible Score:		**80.00**	
Percent:			**0.00%**

GENERAL INFO

COMPLETION DATE

FINDINGS

RECOMMENDATIONS

SUMMARY

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SIGNATURES

AUDITOR SIGNATURE / CREDENTIALS _____ DATE _____

SUPERVISOR SIGNATURE / CREDENTIALS _____ DATE _____

ADDITIONAL STAFF SIGNATURE / CREDENTIALS _____ DATE _____

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