


My daughter turned 27 on October 5, 2019. She is diagnosed with Pervasive Developmental Disability, seizure disorder, mood disorder, dysphagic and non verbal and functions as an approximate 2 year old. She needs all activities of daily living done for her. She was on Child Waiver until 2010 and aged off child waiver. The needs were the same if not more but services were cut because she became an "Adult". We were fortunate to keep our child and family services team until 2018. Our family services was fantastic! We made incredible progress.

Unfortunately, my daughter's needs and behaviors became too much for me to provide alone. We had difficulty attracting and retaining in home care staff. The wages are low and a shortage of workers is a crisis. I made the most difficult decision of my life to seek specialized residential placement. On March 29, 2019 my daughter was placed at Flatrock Manors in Flint. The problems began immediately. My daughter was cut off valium "cold turkey". The effects were immediate, weight loss, insomnia to begin with. I brought my concerns to staff and management to Flatrock without any success of improvements to my daughter's care or plans. I brought my concerns to Ottawa Co. CMH and Director of Recipient Rights without action to address the issues contributing to my daughter's decline. My daughter continued to deteriorate under the contract and supervision of CMH. By August my daughter was seen at Urgent Care twice, Hurley Hospital ER 3 times insisted upon and accompanied by myself. Only two of the visits were felt necessary by Flatrock staff. By the end of August and after release from a Hurley Hospital stay I brought my daughter home. She had a post hospital visit with her previous primary care doctor. By then my daughter was having seizures in her office and had lost a lot of weight. We got sent to ER and admitted and transferred to a bigger hospital. My daughter was diagnosed with severe protein malnutrition. By this time she was so weak she had lost her ability to stand and walk and was a two person transfer. She also developed a Stage 2 bed sore. My daughter was transferred to a skilled nursing facility for intensive physical

rehabilitation. My daughter had regressed so much losing most of her skills and abilities that took a lifetime to achieve. Once my daughter started feeling better at the nursing home her behaviors got her patient dumped to the ER. She got sent to the ER because the nursing home said "we can't meet her needs" and refused to accept her back. My daughter was admitted to the hospital again, staying 28 days until a suitable placement was found. My daughter's information was sent to 30 different long term care facilities but was rejected in spite of an OBRA report recommending 180 days of a skilled nursing facility stay. My daughter is in another specialized residential group home. I am waiting for the other shoe to drop.

During all this time I have filed APS reports, LARA, BPL, and recipient rights reports. I feel all these agencies failed my daughter's health and safety. They failed to advocate and protect my daughter. My daughter and family suffered needlessly from a PREVENTABLE condition. My daughter was placed in an unsuitable placement failing to meet her needs. I did not let the decline and deterioration happen quietly. I was voicing my concerns to all who I felt would/could remedy the situation. I feel all the agencies responsible for complaints and investigations failed to do an honest and diligent investigation and failed to hold anyone accountable for the travesty that happened to my daughter. Policies were not followed. I feel all the agencies tasked with the investigations just wanted to sweep the events under the rug and not address the issues that contributed to the starvation and negligent care and incompetence that has traumatized my family. My daughter was healthy and stable when she moved to Flatrock. I feel if I had let her deteriorate at home like Flatrock did I would be in jail. I feel accountability needs to be found of all involved. I worry about retaliation for speaking up about the atrocity my daughter suffered. I am worried about other families who aren't speaking up because they probably got shut down like the agencies tried to do to me. I feel what happened to my family was allowed because I alerted the ones who needed to know in charge of complaints and



investigations but my daughter suffered anyway. I fear integrated behavioral health care because if I had listened to the professionals involved with my daughter's case she would not of survived Flatrock! Three minutes is not enough time to tell you all the details of one of the worst years of my daughter's life resulting from the systems of care that failed my daughter miserably.

Respectfully submitted,

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Rosalie Austin's story

- My daughter is 27 and functions as a 2 year old.
- She has Pervasive Developmental Disability, seizure disorder, mood disorder, dysphagic
- She is non verbal and is dependent for all activities of daily living
- She was on Child Waiver until 2010 then aged off even though her needs did not change
- We were fortunate to keep our child and family services team until 2018. Our family services was fantastic! We made incredible progress.
- Unfortunately, my daughter's needs and behaviors became too much for me alone.
- We had difficulty getting home care staff due to low wages and shortage of workers
- I made the most difficult decision of my life to seek specialized residential placement. On March 29, 2019 my daughter was placed at Flatrock Manors in Flint.
- Problems began immediately. My daughter was cut off valium "cold turkey". The effects were immediate, weight loss, insomnia to begin with.
- I brought my concerns to staff and management to Flatrock without any success of improvements to my daughter's care or plans.
- I brought my concerns to Ottawa Co. CMH and Director of Recipient Rights without action to address the issues contributing to my daughter's decline.
- My daughter continued to deteriorate under the contract and supervision of CMH.
- By August my daughter was seen at Urgent Care twice,
- Hurley Hospital ER 3 times
- By the end of August, I brought my daughter home.
- During a primary care visit, my daughter had seizures in the office besides having lost weight so she was sent to ER then transferred to a larger hospital where she was diagnosed with severe protein malnutrition.
- By this time she was so weak so could not stand or walk and was a 2 person transfer.

- She also developed a Stage 2 bed sore.
- My daughter was transferred to a skilled nursing facility for intensive physical rehabilitation. My daughter had regressed so much losing most of her skills and abilities that took a lifetime to achieve.
- Once my daughter started feeling better at the nursing home, her behaviors worsened so she was sent to the ER and the nursing facility refused to accept her back.
- My daughter was admitted to the hospital again, staying 28 days until a suitable placement was found.
- My daughter's information was sent to 30 long term care facilities but was rejected in spite of an OBRA report recommending 180 days of a skilled nursing facility stay.
- My daughter is currently in another specialized residential group home. I am waiting for the other shoe to drop.
- During all this time I have filed APS reports, LARA, BPL, and recipient rights reports.
- These agencies failed my daughter's health and safety. They failed to advocate and protect my daughter.
- My daughter and family suffered needlessly from a PREVENTABLE condition.
- From the start, I was voicing my concerns but the agencies failed to do an honest investigation and failed to hold anyone accountable for the travesty. Policies were not followed.
- My daughter was healthy and stable when she moved to Flatrock.
- I feel if I had let her deteriorate at home like Flatrock did, I would be in jail.
- I worry about retaliation for speaking up about the atrocity my daughter suffered.
- I am worried about other families who aren't speaking up because they probably got shut down like the agencies tried to do to me. I feel what happened to my family was allowed because I alerted the ones who needed to know in charge of complaints and investigations but my daughter suffered anyway.
- If I had listened to the professionals involved with my daughter's case she would not of survived Flatrock!
- This has been the worst year for my daughter due to negligence at a licensed home.