

Recipient Rights Advisory Committee Meeting Minutes

Members: Sylvia Clark, Harriet Cooper, Phillip (Jo Jo) Hussey, Liz Janovits, Donna Lowe, Elizabeth Martin, Maggi Morrison, Hunter Parker, Miguel Quintero, Nancy Ristich, Betty Ruoss, Lois Shulman, Judith Summers, Tali Flam Wendrow, Dr. Bijaya Hans

Date:	January 5, 2023	Start Time:	4:00 pm	Stop Time:	5:40 pm	Location:	Michigan & Via Conference call
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Absent: Harriet Cooper, Maggi Morrison, Tali Wendrow

CMH Staff: Vicki Suder, Jean Pfaendtner

Guest:

Facilitator:	Nancy Ristich	Scribe:	Andrea Fisher
1. Member Attendance	Roll call for the RRAC meeting was taken.		
2. Public Comment	Public comments: None		
3. Approval of Agenda	Liz J. motioned to approve the agenda; Hunter P. seconded. The agenda was approved by voice vote.		
4. Approval of Minutes	Judi S. motioned to approve the December 1, 2022, minutes, with a spelling correction on Item #5. Liz J. seconded. The December minutes were approved by voice vote.		
5. Review Sample Incident Reports – Jean Pfaendtner	<ul style="list-style-type: none"> • Vicki handed out copies of the Incident Report Policy and explained the policy actually centers on why people should write one, not necessarily how to write one. • Jean had the members review the 2 sample handouts regarding good & not good ways to write an incident report. <p><u>Member Comments on Not Good:</u></p> <ul style="list-style-type: none"> ➤ Mentions more than 1 incident ➤ Too much description ➤ Staff names needed instead of initials ➤ Lack of clarity, unsure of causes ➤ Not clear on location of incident <p>Member Comments on Good:</p>		

	<ul style="list-style-type: none"> ➤ Descriptions related to incident ➤ Mood of person (context) ➤ Location noted where incident occurred ➤ Staff actions noted ➤ Noted previous incidents involving same person served
<p>6. Goal #1 Develop Calendar of Trainings for RRAC Members – Nancy Ristich</p>	<p><u>Suggestions:</u></p> <ol style="list-style-type: none"> 1. Review portion of Mental Health Code pertaining to Recipient Rights 2. Revisit “Your Rights” booklet/ Vocabulary of terms (cheat sheet to reference back to) 3. Meaning of Stigma [in what context?] 4. Review what Rights does 5. How to file a rights complaint 6. Walk through of FY23 Annual Plan, includes mission vision values and the top 5 priorities & goals OCHN is looking to accomplish during this year [Feb meeting] 7. Peer Services 8. DEI-How to address issues when they come up. <p>Other ideas discussed.</p> <ul style="list-style-type: none"> • Can RRAC member attend the Board Association training on Rights • Would be good if members could take Annual Rights Training • Build an archive. Get materials we can keep to reference in the future; look at again when needed. Show how each of these interact with other parts of the system. • Review RRAC Policy
<p>7. Goal #2 Members get to know each other and be understood – RRAC member share</p>	<p>Hunter talked to the group about his life and how he enjoys computers. He had been in public school his whole life.</p> <ul style="list-style-type: none"> • February and March RRAC meetings will have a Rights Specialist presenting.
<p>8. Goal #3 Determine what RRAC can do to make a difference in the lives of persons served by bringing issues about Rights to the meeting & identify a list of concerns</p>	<p><u>RRAC members shared suggestions topics/concerns:</u></p> <ul style="list-style-type: none"> • Getting appropriate services – good fit for the individual of the staff providing the service • How to get out of situations when provider staff is not doing what they should and how to get out of it; ask for new staff. • Retribution concerns of being part of rights(retaliation) • When providers are biased or not a good fit. • Issue of authorized services not being used. Often this is due to lack of staff, finding staff to provide the services. Case Manager or Supports Coordinator wants to take it out of the plan of service because not used. Shouldn’t have to keep proving you still need the service just

	<p>because can't find staff to utilize the authorized service. The service is needed. When someone brings this concern to a RRAC member you should refer them to Customer Services who can help the person work through this with their provider. Vicki will share this concern with Clinical leadership and Customer Services Manager.</p> <ul style="list-style-type: none"> • Harriet's email comments: The committee has had a lot of discussion on many important topics. We have collectively raised questions and made a variety of suggestions on policies and other issues. I would be interested to know how many of the suggestions made to date (2022-2022) have been implemented or are in the process of being used in some way. I assume that our minutes or related notes taking have tracked suggestions made. I think all of us would appreciate this kind of feedback and it provides a good basis for discussion as a follow up to item 8 as listed. Vicki shared when we review policies we go back to the feedback from RRAC members and incorporate what we can. We also incorporate RRAC member suggestions into our presentations. We do not track this info.
<p>9. Manager of Rights Update – Jean Pfaendtner</p>	<p>Jean shared:</p> <ul style="list-style-type: none"> • Rights Coding changes have been completed in ODIN. • Provider network compliance/conformance has been monitored by the co-op student; this report keeps track of the providers getting their new employees into Rights Training within 30 days. • Jean and her team are discussing what trainings they need this fiscal year
<p>10. Director of R & A Update – Vicki Suder</p>	<p>1. Vicki wished RRAC Members a Happy New Year!</p> <p>2. Vicki relayed which RRAC members whose terms will end in 2023:</p> <ul style="list-style-type: none"> • Maggie Morrison – 1st term ends February 18th • Harriet Cooper – 1st term ends October 29th • Elizabeth Martin – 1st term ends November 13th <p>All three will be ending their first term, they will be asked if they would like to add another term</p> <p>3. Vicki provided an update on actions regarding the Free Press article on the Rights System:</p> <ul style="list-style-type: none"> • Jean and Vicki are meeting in January to discuss a plan to get the Volunteer Monitoring program up and running again. • Jean and Vicki are meeting January to discuss how to follow-up with persons served regarding abuse & neglect cases.
<p>11. Site Visit Report – Jean Pfaendtner</p>	<ul style="list-style-type: none"> • Jean reviewed the report which was generated 11/30/2022 • The report indicates 10.8% of service sites requiring a site visit have been completed. • As of 11/30/22, 50 out of 459 total number sites that require a site visit have been completed

<p>12. Agenda items for the next meeting [Feb. 2, 2023]</p>	<ul style="list-style-type: none"> ➤ Site Visit Report ➤ Goal #1: Review OCHN FY23 Annual Plan ➤ Manager of Rights Update – Jean Pfaendtner ➤ Director of Rights Update – Vicki Suder ➤ Goal 2: Rights Specialist will share ➤ Policy Overview – RRAC Policy RR22.1 ➤ Review FY22 Rights Annual Report if completed <p>It was also suggested that the RRAC members are given a list of Rights Policies with a brief description of each and what each is intended for. Jean will have the co-op student work on this.</p>
<p>13. Public Comments</p>	<p>None</p>
<p>14. Meeting Adjournment</p>	<p>Hunter P. motioned to adjourn, and Elizabeth M. seconded. Approved to adjourn by voice vote.</p>

Next Meeting: Thursday, February 2, 2023, at 4:00 pm OCHN Facilitator – Nancy Ristich, Chair

Andrea Fisher

1/12/2023