

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:	February 2, 2023	Start Time:	4:05 pm	Stop Time:	5:35 pm	Location:	Michigan
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Absent: Harriet Cooper, Donna Lowe, Elizabeth Martin, Maggi Morrison, Judy Summers

CMH Staff: Vicki Suder, Jean Pfaendtner

Guest: Aaron Winston

Facilitator:	Nancy Ristich	Scribe:	Andrea Fisher
1. Member Attendance	Roll call for the RRAC meeting was completed.		
2. Public Comment	<ul style="list-style-type: none"> Public comments: None 		
3. Approval of Agenda	Liz J. motioned to approve the updated agenda; Hunter P. seconded.		
4. Approval of Minutes	Hunter P. motioned to approve the January minutes and Dr. Hans. supported.		
5. Celebrate Maggie Morrison – Nancy Ristich	<p>Maggie M. was unable to attend the meeting.</p> <p>Vicki noted Maggie M. chose not to seek a second term. Vicki has received 1 application for that opening and has passed out copies to members. She will continue to recruit additional applicants and will send out copies to members. Interviews will be done at the March meeting.</p>		
6. Goal 1: Training – Review OCHN FY23 Annual Plan – Vicki Suder	<p>Members were provided with a copy of the FY23 OCHN Annual Plan.</p> <p>Vicki explained OCHN does a 3-year Strategic Plan that shows the areas we want to focus on and the Annual Plan is developed from the Strategic Plan. The Strategic Priorities include:</p> <ul style="list-style-type: none"> ➤ Staffing Retention ➤ Quality Assistance Care 		

	<ul style="list-style-type: none"> ➤ Administration and Service Delivery ➤ Integrated Health Care ➤ Partnerships in Community Outreach ➤ <p>Vicki reviewed the FY23 Annual Plan Goals and revenue sections.</p> <p><u>Member Questions & Comments</u></p> <ol style="list-style-type: none"> 1. Where are we with staff riding along with police to an incident? How does this work? 2. What did we learn from the fight against privatization? How does it work for someone who moves from one county to next? How do we wraparound them in the transition? 3. Is credentialing done by each PIHP or done by the State? 4. Thank you for the annual plan. It reflects what feedback RRAC gave. 5. I know we are looking at family and youth is there anything regarding wraparound program? 6. Is it in the bad to have reserves? 7. It is easier to read than some we had in the past.
<p>7. Goal 2: Members get to know each other and be understood – Aaron Winston</p>	<p>Aaron, Rights Specialist, shared about himself and his job.</p> <ul style="list-style-type: none"> • He has been with OCHN for just over a year; he’s worked for MORC as a Support Coordinator for years. • His territory covers Bloomfield Twp., Bloomfield Hills, Auburn Hills, Pontiac and other cities in the area. • He enjoys the day-to-day interactions with persons served. • He got started in mental health during the peer program in school. • His most challenging part of being a Rights Specialist is learning the different supports available and working with providers. <p>Members had an opportunity to ask Aaron questions.</p>
<p>8. Review FY22 Annual Rights Report – Vicki Suder & Jean Pfaendtner</p>	<p>RRAC members received a copy of the complete FY22 Annual Rights Report. Vicki reviewed the Recipient Rights FY22 Annual Report information and data graphs. The following was provided:</p> <ul style="list-style-type: none"> • Total complaints received – 778; 716 of which were investigated; 229 were substantiated. • Investigation Substantiation rate was 32%. • Additionally, information about complaint source, timeframes for completed investigations, appeals, remediation information, progress of outcomes from FY22, outcomes and recommendations for FY23, were provided. • All three RRAC outcomes for FY22 were accomplished.

<p>9. OCHN Needs Assessment Survey Feedback – Christine Burk</p>	<p>Christine Burk and Frances Carley discussed the OCHN Needs Assessment Survey. They shared the following:</p> <ul style="list-style-type: none"> ➤ A Needs Assessment Survey is done since things may change in between doing the 3-year assessment. ➤ After going out into the community it was realized the survey was too complex for the people we serve. ➤ This year an option will be given to the people served as to whether they preferred a short survey or a more detailed survey. ➤ The “likert scale” were shortened as in “do you like it or do you not like it”. ➤ Still in building phase of this survey. ➤ This new survey will be sent out electronically, by mail, visits to clubhouses & drop-in centers to meet fact-to-face with people. This effort will try and get as much information so the strategic plan will show things people have questioned. ➤ Frances Carley reviewed the Service Delivery Feedback Survey with the committee. Members were asked to look over the survey and if they have questions or comments they can contact Vicki and she will make sure these will be given to Christine & Frances. Any feedback is welcome.
<p>10. Review Policy FY22.1 Recipient Rights Advisory Committee – Vicki Suder</p>	<p>Deferred to future meeting.</p>
<p>11. Site Visit Report – Jean Pfaendtner</p>	<ul style="list-style-type: none"> • The report indicates 17% of service sites requiring a site visit have been completed as of 1/3/23. • As of 1/3/23, 79 out of 462 total number sites that require a site visit have been completed.
<p>12. Agenda items for the next meeting [March 2, 2023]</p>	<ul style="list-style-type: none"> ➤ Goal #2: Highlight RRAC Member – Katie Garcia ➤ Goal #3: RRAC do to make difference-Review Possible Actions List ➤ Site Visit Report ➤ Manager of Rights Update – Jean Pfaendtner ➤ Director of Rights Update – Vicki Suder ➤ Closed session for interviews ➤ Review Policy FY22.1 Recipient Rights Advisory Committee – Vicki Suder

13. Public Comments	<ul style="list-style-type: none"> Public Comment – None
14. Member Comments	<ul style="list-style-type: none"> Member Comment – None <p>Jean announced she is taking a new Training Manager position within OCHN.</p>
15. Meeting Adjournment	<p>Liz J. motioned to adjourn, and Jo Jo H. seconded. Approved to adjourn by voice vote.</p>

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

Andrea Fisher 2/14/2023