

Recipient Rights Advisory Committee Meeting Minutes

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

Date:	March 2, 2023	Start Time:	4:05 pm	Stop Time:	5:35 pm	Location:	Michigan
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Absent: Harriet Cooper, Sylvia Clark, Hunter Parker, Nancy Ristich

CMH Staff: Vicki Suder, Jean Pfaendtner

Guest: Kathleen Garcia

Facilitator:	Liz Janovits	Scribe:	Tiffany Craig
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	Lois S. motioned to approve the agenda; Donna L. seconded. Agenda was passed by voice vote.		
4. Approval of Minutes	Betty R. motioned to approve the February minutes and Phillip (Jo Jo) supported. Minutes were passed by voice vote.		
5. Goal 2: Members get to know each other and be understood- Katie Garcia	<p>Katie G, Rights Specialist, shared with the RRAC about herself and her job duties, working as a Rights Specialist.</p> <ul style="list-style-type: none"> • She has been working as a Rights Specialist for the previous 10 years, as she started for a smaller Community Health Agency in a different county. • She has been working for OCHN for 6.5 years. • One of the most difficult parts of her job is learning the service network providers and all of the various services available to individuals served. It is also difficult reaching staff for investigations. • One of the most rewarding parts of her job is being an advocate and a voice for individual served. • She enjoys playing with her 3-year-old son. 		

	<ul style="list-style-type: none"> • Her territory covers Davisburg, Groveland Twp, Highland Twp, Holly, Holly Twp, Milford, Rose Twp, Springfield, Union Lake, West Bloomfield, West Bloomfield Twp, and White Lake Twp.
<p>6. Goal 3: What RRAC can do to make a difference- Review Possible Actions List – Vicki Suder</p>	<p>Vicki reviewed the list of concerns and actions regarding Goal #3 with the committee that was discussed in January’s RRAC meeting.</p> <ol style="list-style-type: none"> 1. The Concern of issues of authorized services not being used was shared by Vicki with the Chief of Clinical Services and Director of Clinical Services. Clinical Services did a follow-up. 2. When RRAC have comments on policy and suggestions during meetings their feedback is incorporated into the policy when possible. RRAC member suggestions at meetings on various presentations are incorporated into future presentations or information presented. <p>Vicki asked the RRAC if she was doing a sufficient job related to adding a summary under each item in the PowerPoint presentation regarding what would be discussed at the RRAC meetings. The members indicated yes.</p> <p>The other items were also discussed as to whether these were actionable items or overall concerns:</p> <ol style="list-style-type: none"> 3] getting appropriate services, 4] how to get out of situation with a provider, 5] retribution 6] when providers not a good fit. <p>Discussion</p> <ul style="list-style-type: none"> • Vicki shared Rights is aware of these issues and address them when they occur. • Vicki also recommends individuals bring their concerns to Customer Services to help the individual resolve with their provider. • These items have been discussed a past RRAC meetings as well. • Dana Lasenby shared OCHN is looking at how to expand, recruit and retain the workforce. • Staffing challenges were discussed. • Jean shared due to staffing shortages individuals may not want to file a rights complaint because they may lose their staff. These are things as a manager I am concerned about. • Discussed if someone identifies a family being threatened, are they encouraged to file a rights complaint. • Discussed if it is possible to have a floater or a temp until someone is found permanently.

<p>7. Site Visit Report-Jean Pfaendtner</p>	<ul style="list-style-type: none"> • The report indicates 22.3% of service sites requiring a site visit have been completed. • As of 2/1/23, 104 out of 465 total number of sites that require a site visit have been completed.
<p>8. Closed Session to Interview Candidate [4:45 pm]</p>	<p>Betty R. motioned to adjourned to closed meeting for interviews, Phillip JoJo seconded. Roll call was taken to adjourn to closed meeting: 9 yes, 0 no. Approved. Although 10 members were present Miguel stepped out of the meeting when the vote was taken.</p>
<p>9. Return to Open Session- Vote on recommendation of Candidate- Liz Janovits</p>	<p>Tali W. motioned to return to open session, Donna L. seconded. Return to open session approved by voice vote.</p> <p>A roll call vote was taken for candidates [Amit A. and Matthew M.] interviewed to determine if they were an acceptable candidate to be considered for recommendations.</p> <p>Lois S. made the motion to accept Amit A as an acceptable candidate. Tali W. seconded. Amit A. 10 yes, 0 no.</p> <p>Judi S made the motion to accept Matther as an acceptable candidate. Donna L. seconded. Matthew M. 9 yes, 1 no.</p> <p>Jo Jo H. motioned to recommend Amit Agrawal for appointment. Miguel Q. seconded.</p> <p>A roll call vote was taken for Amit Agrawal to be recommended for the OCHN board to be appoint the RRAC. 10 yes, 0 no.</p>
<p>10. Agenda items for the next meeting [April 6, 2023]</p>	<ul style="list-style-type: none"> ➤ Site Visit Report ➤ Goal 2: Members get to know each other and be understood- Rishon Kimble ➤ Vote for Chair and Vice Chair ➤ Review Policy RR 22.1 RRAC (copies were handed out for the next meeting) ➤ Manager of Rights Update- Jean Pfaendtner ➤ Director of Rights Update- Vicki Suder
<p>11. Public Comments</p>	<ul style="list-style-type: none"> • Public Comment – None

12. Member Comments	<ul style="list-style-type: none">• Elizabeth will not be at the April meeting.• Could you please provide the member roster at the April meeting.
13. Meeting Adjournment	Liz J. motioned to adjourn, and Jo Jo H. seconded. Approved to adjourn by voice vote.

Next Meeting: Thursday, April 6, 2023 at 4:00 pm OCHN Facilitator – Nancy Ristich, Chair

Tiffany Craig

3/6/2023