



Recipient Rights Advisory Committee Meeting Minutes

Members: Amit Agrawal, Ursula Bolton, Sylvia Clark, James Diegel, Dr. Bijaya Hans, Phillip Hussey, Liz Janovits, Donna Lowe, Elizabeth Martin, Miguel Quintero, Nancy Ristich, Betty Ruoss, Lois Shulman, Judith Summers, Tali Wendrow

Date:	October 5, 2023	Start Time:	4:00 pm	Stop Time:	5:25 pm	Location:	Michigan
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Absent: Amit Agrawal, Sylvia Clark, Phillip (Jo Jo) Hussey, Elizabeth Martin, Nancy Ristich, Tali Wendrow, Dr. Bijaya Hans [Board member Woodruff attended for Dr. Hans.]

CMH Staff: Vicki Suder, D’Angela O’Dowd, Dennis Goodman

Facilitator:	Liz Janovits	Scribe:	Andrea Fisher
1. Member and Guest Introductions	Roll Call was taken.		
2. Public & Member Comment	<ul style="list-style-type: none"> • Public comments: None • Member comments: None 		
3. Approval of Agenda	Lois S. motioned to approve the agenda and Donna L. seconded. Agenda was approved by voice vote.		
4. Approval of Minutes	Donna L. motioned to approve the September 7, 2023, minutes, and Betty R. supported. September minutes were approved by voice vote.		
5. Welcome New RRAC Members – Liz Janovits	Liz welcomed Ursula Bolton to the RRAC. Ursula shared a family member receives services, so she has researched mental health for her own benefit. She started working for Michigan Consumer Evaluation Team which conduct surveys regarding services received. She also has two grown children.		
6. RRAC Goal #2: Members get to know each other & be understood – Dennis Goodman	Dennis started with OCHN this past January. His background has been in the healthcare area with BCBSM. He likes exploring new areas and his daughter lives in Colorado. As a Support Specialist he works on verifications. These are background checks regarding rights violations of staff. Dennis checks OCHN’s database for any violations the staff may, if the staff appears to have a violation, he then relays this information to the Provider. He also does this verification work for OCHN’s HR		

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	<p>for prospective new hires.</p>
<p>7. Review FY23 Goals – Vicki Suder</p>	<p>Goal #1: Develop Calendar of Trainings for RRAC members. Three educational opportunities based on the RRAC suggestions were completed:</p> <ul style="list-style-type: none"> • Reviewed OCHN FY23 Annual Plan • Reviewed RR 22.1 RRAC policy to educate/remind members of their responsibilities • Getting to know Your Rights Booklet <p>This goal is considered accomplished.</p> <p>Goal #2: Members get to know each other and be understood A total of 7 people associated with Recipient Rights attended a RRAC meeting to share about their job and themselves:</p> <ul style="list-style-type: none"> • A RRAC Member • Five Rights Specialists • One Support Specialist <p>This goal is considered accomplished.</p> <p>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 and identify a list of concerns. – RRAC made suggestions on how to make a difference in the lives of persons served which were discussed at the 2/2/2023 RRAC Meeting:</p> <ol style="list-style-type: none"> 1. Authorized services not being used – this concern was shared with the Chief of Clinical Services & Director of Clinical Services, who did follow up. 2. Policies/Presentations reviewed - Comments & suggestions during meetings were incorporated into the policy and presentations whenever possible. 3. Getting appropriate services – ORR will discuss services with individual when brought up. 4. How to get out of situations when provider staff is not doing what they should and how to

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	<p>get out of it; ask for new staff.</p> <ol style="list-style-type: none"> 5. Retribution concerns of being part of rights [retaliation] 6. When providers are biased or not a good fit. <p>Regarding 3, 4, 5, and 6: ORR is aware of these issues and discuss them with individuals when brought up. ORR recommended persons call Customer Services to help them address their concerns about providers and get resolution. Discussed staffing challenges. OCHN is looking at how to expand and retain the workforce.</p> <p>This goal is considered accomplished.</p>
<p>8. Discuss FY24 Goals Recommendations – Vicki Suder</p>	<p>Suggested goals to be considered for FY24:</p> <ul style="list-style-type: none"> • Where do individuals reach out to for help with filling out forms. • Continue getting to know the Recipient Rights staff. • Have some help for Support Coordinator. • Discuss issues that are important to RRAC members. • Bring and discuss challenges in the Rights Team. <p>More goals discussion at next month’s meeting.</p> <p>Vicki reviewed the FY23 Recommendations. The current Recommendations are:</p> <ol style="list-style-type: none"> 1. It is recommended that the Oakland Community Health Network [OCHN] and its Executive Director continue to provide the support necessary for the Office of Recipient Rights to function effectively, efficiently, and within the requirements of the Michigan Mental Health Code. 2. It is recommended that the Board continue to carefully review periodic reports and the Recipient Rights Advisory Committee systemic rights concerns and the need for Board or administrative action. 3. It is recommended that the Board consider Recipient Rights related topics in Board Study sessions.

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	<p>It was discussed the current Recommendations could be carried over to FY2024 and/or changed. Suggest Recommendation to consider was:</p> <p>A. Board member representative and RRAC members determine if the meeting had something discussed at meeting that rises to the level to be brought to Board.</p> <p>It was decided topics would be discussed further at the November meeting.</p>
<p>9. Report back information from MDHHS-ORR Conference – Vicki Suder & Angie O’Dowd</p>	<p>Angie O’Dowd shared:</p> <ul style="list-style-type: none"> • Angie mentioned attending a pre-conference study on Emotional Intelligence and leadership. Kevin Fischer from NAMI told his story going from the business world to the mental health world. Cole Williams talked a lot about stigma, his role of becoming a father & foster parent. He wanted to make a difference in the lives of young men. • Angie hosted a round table for the CMH people – this was an opportunity for everyone to ask a question & receive feedback from the other participants. • Additional topics from the conference were shared. <p>Vicki Suder shared:</p> <ul style="list-style-type: none"> • Ramie Postema, the MDHHS-ORR Director shared: <ul style="list-style-type: none"> ○ FY24 will be the third year the department will be conducting the hospital psychiatric unit rights assessment. ○ Caro State Hospital has finished renovations & people have moved in a couple of weeks ago. ○ Hawthorne, a state facility for children will be re-built to house children & adults. • Elizabeth Hertel, Director of MDHHS shared information about what MDHHS is doing including: scholarships to encourage people to get degrees in Behavioral Health since there is a shortage; expanding CCBHC sites across the state; funds are allocated to improve services for school based mental health; Funding for transition residential setting for persons from hospital to the community. • Additional topics from the conference were shared.
<p>10. Rights Update – Angie</p>	<p><u>Angie O’Dowd – Rights Manager:</u></p>

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<p>O’Dowd & Vicki Suder</p>	<ul style="list-style-type: none"> • A new Rights Specialist, Natalie Hall started on October 18th. • Another person was interviewed & an offer is being made. We will have a total of 10 Rights Specialists. • Looking to enhance report writing, holding a Building Blocks workshop on October 17th. • Finishing up the FY23 investigations. • October 25th we will have a luncheon for the three teams Vicki oversees, Recipient Rights, Due Process & Customer Services. This will be a way for everyone to get acquainted with other employees since some work remotely. <p><u>Vicki Suder – Director Rights & Advocacy:</u></p> <ul style="list-style-type: none"> • OCHN FY24 Annual Plan copies were provided to members. Budget information is included. • October 4th OCHN hosted a workgroup member appreciation luncheon. • OCHN hired a new CFO, Cheryl Johnson. • OCHN HR was awarded a grant for retaining staff for direct interaction. The Rights Specialists received a portion of this grant.
<p>11. Site Visit Report - Vicki Suder</p>	<p>Vicki reviewed the Site Visit Report. As of the end of August 2023, 79 percent of sites have been completed. 371 out of 470 total number of sites that require a site visit have been completed.</p>
<p>12. Agenda items for the next meeting (11-2-23)</p>	<ul style="list-style-type: none"> ➤ Site Visit Review ➤ Goal #2: Members get to know each other and be understood – Rishon Kimble ➤ Finalize FY24 Goals/Recommendations ➤ Rights Specialist – Rishon Kimble ➤ Rights Updates ➤ RRAC Policy 22.1 Review – tentative
<p>13. Closed Session: Discuss re-appointment recommendation for</p>	<p>Ursula B. motioned to adjourn to closed meeting, Lois S. supported. Voice roll call taken: 8 Yes (1 member temporarily left room) 0 No</p>



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Elizabeth Martin (1st term ends 11/2023)	
14. Return to Open Session – Vote on re-appointment – Liz Janovits	<p>Donna L. motioned to return to open session, Betty R. supported. Return to open session approved by voice vote.</p> <p>Lois S. made a motion that Elizabeth Martin be re-appointed for another 3-year term, Donna L. supported. 9 Yes votes - unanimous</p>
15. Public Comment	None
16. Member Comment	<ul style="list-style-type: none"> James asked how many attendees at the Rights Conference.
17. Meeting Adjournment	Ursula Bolton motioned to adjourn, and Miguel Q. supported. Verbal vote taken to adjourn.

Next Meeting: Thursday, November 2, 2023, at 4:00 pm OCHN Facilitator – Liz Janovits, Chair

Andrea Fisher

Scribe Signature

10/12/2023

Date