

Recipient Rights Advisory Committee Meeting Minutes

Members: Sylvia Clark, Elizabeth Martin, Miguel Quintero, Judith Summers, Hunter Parker, Amie Kupotivs, Sarah Guadalupe, Ursula Bolton, James Diegel, Renee Neddo, Renee Judkins, Amit Agarawl, Melanie Coffe, Diane S

Date:	June 5, 2025	Start Time:	4:00 pm	Stop Time:	5:15 pm	Location:	Michigan
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Absent: Renne Neddo, Miguel Quintero, Judi Summers

OCHN Staff: Vicki Suder, Angie O’Dowd

Guest:

Facilitator:	James Diegel, Chair	Scribe:	Tiffany Craig
1. Member Attendance	Roll call for the RRAC meeting was completed.		
2. Public Comment	Public comments: None		
3. Approval of Agenda	Sarah G motioned to approve the agenda; Amie K seconded the motion. Agenda was passed by voice vote.		
4. Approval of Minutes [May 1, 2025]	Amit A. motioned to approve the May meeting minutes; Hunter P. seconded. Meeting minutes passed by voice vote.		
5. Goal 4: Continue to get to know OCHN/ Rights Leadership & Committee members – Hunter Parker	<p>Hunter told the members about his background.</p> <ul style="list-style-type: none"> • Hunter was on the committee a while back and left for a short time to get married. • Hunter was born visually impaired. • He has been podcasting for a little over a year • One of his goals is he would like to learn how to cook. <p><u>Members Questions and Comments:</u></p> <ol style="list-style-type: none"> 1. What motivated you to become a member of the RRAC? 2. What is the name of your podcast? 		
6. RRAC member for Appeals Committee	<p>Vicki reminded the RRAC the appeal committee needs to include at least 3 members from the RRAC. There are currently two members from the RRAC, which are Judi Summers and Renee Neddo.</p> <ul style="list-style-type: none"> • Renee J would be recommended to the Board for appointment to the RRAC. 		

	<ul style="list-style-type: none"> • Vicki will present this at the OCHN Board July meeting.
<p>7. Goal 2: Review in detail the “Your Rights Handbook” (pg 9-13) Angie O’Dowd & Vicki Suder</p>	<p>Vick continued to review with the RRAC Members the Rights Handbook as well as the relevant Mental Health Code and Michigan Administrative Rules.</p> <ul style="list-style-type: none"> ➤ Vicki gave a review on pages 9-13 of the Rights “Handbook” and how it connects to the Michigan Mental Health Code and Administrative Rules and what it means. Vicki reviewed the following: ➤ Person Centered Planning ➤ Voluntary Admission Process ➤ Involuntary Admission Process ➤ Court Hearings ➤ Periodic Review <p><u>Members Questions and Comments:</u></p> <ol style="list-style-type: none"> 1. Are you able to make 2 phone calls a day? 2. Do you have to wait 72 hours before you can contact legal counsel? 3. Does the independent clinical evaluation mean outside of the court system? 4. Is the hospital ORR process similar to OCHN ORR process?
<p>8. Goal 3: Inform the OCHN Board of community concerns as identified to the Board Representative- Chair</p>	<p>The RRAC members provided the following concerns:</p> <p>Amit shared his self directed Financial Management Services agency decided not to contract with OCHN an longer. So he had to switch to GTE. His direct care staff had to take a \$4 pay cut which she was not happy with but was willing to stay. Amit shared his concern about the difficulty of getting direct care staff with the reduced rates. He also stated the direct care worker and respite rates are different.</p> <p>Vicki suggested Amit contact Customer Services regarding a better explanation on providers' wage decrease. Vicki states this is likely due to OCHN standardizing rates for CLS and Respite services.</p>
<p>9. Policy Review: RR 21.1 Access to Printed Materials, Audio/Video.....Angie</p>	<p>Angie provided a review of the Access to Printed Materials, Audio/Video Policy.</p> <p><u>Members’ Questions and Comments:</u></p> <ol style="list-style-type: none"> 1. What kind of complaints would be common in this situation? 2. There can only be restrictions if they’re in the plan of service.

<p>10. Review Rights Semi Annual Report- Vicki Suder</p>	<p>Vicki reviewed the Rights Semi-Annual Report [10/1/24 - 3/31/25] that was submitted to MDHHS ORR.</p> <ul style="list-style-type: none"> • The data charts showed 230 complaints received; 172 of them investigated; 86 were substantiated with a 50% substantiation rate. 58 were No Rights Involved or Outside Jurisdiction. • Angie gave an explanation regarding the data changes from FY24 & FY25 Semi Annual report and why there are less complaints received for FY25: <ol style="list-style-type: none"> 1. Recipient Rights has partnered with Customer Services to hand off complaints to them that do not fall into the ORR jurisdiction. 2. One of the Providers that had a high volume of complaints, their contract ended with OCHN this year. 3. We are trying to change the culture with our Provider Network and people served by spending time educating on how to file a complaint when it is a rights violation and when it is not a rights violation. 4. If we see a provider continuously making the same rights violation, we report that to PNT and work with the Provider.
<p>11. Rights Update- Angie O/Vicki S</p>	<p>Angie provided the following update:</p> <ul style="list-style-type: none"> • We have our new Rights Specialist Greg Szopo starting June 16. • Michelle N will introduce herself at the August meeting. <p>Vicki provided the following update:</p> <ul style="list-style-type: none"> • Vicki shared about the PIHP Bid that was recently announced by MDHHS. Information sheets were provided. Vicki encouraged members to advocate and talk to your local officials about the importance of the mental health system. • Vicki encourages everyone to attend the OCHN “Your Voice Your Value” on 8/5/25. The Dan Moran Award will be given at this conference. • Reminder no July meeting. • Vicki provided the achievement nomination form. Nominations close mid-June, and there is no meeting in July, and the August meeting will be after the awards ceremony. Vicki gave the RRAC options on how to review and make recommendations on the

	<p>award.</p> <p>Sarah G motioned for the RRAC members to receive the nomination forms electronically to review. The RRAC would review and complete a ballot electronically and the determination of the electronic ballot vote would determine who would win the award. Amit A. seconded.</p> <p><u>Members' Questions and Comments:</u></p> <p>1. Amit suggested having a comment box on the electronic voting form.</p>
12. Site Visit Report – Angie O	<p>Angie reviewed the site visit report.</p> <ul style="list-style-type: none"> • 48% of service sites requiring a site visit have been completed. • As of 4/29/25, 240 out of 501 total number of sites that require a site visit have been completed.
13. Agenda Items for the next meeting [August 7, 2025]	<ul style="list-style-type: none"> ➤ Goal 2: Review in detail the “Your Rights Handbook” [pg 14-15 up to Money] ➤ Goal 4: Continue to get to know OCHN/Rights Leadership & Committee members- Michelle N. ➤ FY25 Goals Status Update ➤ Goal 3: Inform the OCHN Board of community concerns as identified to the Board Representative ➤ Site Visit Report ➤ Vote on re-appointment - Hunter P. ➤ Update on PIHP RFP Bid ➤ Update on Legislative issues such Medicaid/Medicare cuts/changes
16. Public Comment	No public comment
17. Member Comments	<ul style="list-style-type: none"> • James Diegel gave an update about his services and moving.
18. Meeting Adjourned	Meeting Adjourned

Next Meeting: Thursday, August 7, 2025, at 4:00 pm

Tiffany Craig *6/5/2025*