



## Recipient Rights Advisory Committee Meeting Minutes

Members: Amie Kupovits, Amit Agrawal, Diane Sansalone, Elizabeth Martin, Hunter Parker, James Diegel, Judi Summers, Melaine Coffe, Miguel Quintero, Renee Judkins, Renee Neddo, Sarah Guadalupe, PH.D, Sylvia Clark, Ursula Bolton

<b>Date:</b>	November 6, 2025	<b>Start Time:</b>	4:00 pm	<b>Stop Time:</b>	5:30 pm	<b>Location:</b>	Troy Huron
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**Absent:** James Diegel, Elizabeth Martin, Vicki Suder

**OCHN Staff:** Vicki Suder, Angie O’Dowd

<b>Facilitator:</b>	Renee Neddo, Chair	<b>Scribe:</b>	Tiffany Craig
<b>1. Members Attendance</b>	Roll call for the RRAC meeting was completed.		
<b>2. Public Comment</b>	None		
<b>3. Approval of Agenda</b>	Hunter motioned to approve the agenda; Amie seconded. Agenda passed by voice vote.		
<b>4. Approval of Minutes [Oct 2, 2025]</b>	Hunter motioned to approve the minutes; Renee J. seconded. Minutes passed by voice vote.		
<b>5. Goal: 4 Continue to get to know OCHN/Rights Leadership &amp; Committee members – Amit Agrawal</b>	<p>Renee N. introduced Amit Agrawal, a Contracted Trainer. Amit told the members about his background and position at OCHN.</p> <ul style="list-style-type: none"> <li>• Amit is on the training team at OCHN, he gave a brief description of his duties.</li> <li>• What Amit likes most about his job is letting individuals know what their rights are and letting them know they have support.</li> <li>• Amit wants to help the public understand what OCHN does.</li> </ul> <p><u>Members’ Questions and Comments:</u></p> <ol style="list-style-type: none"> <li>1. I think your voice is awesome.</li> </ol>		

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<p><b>5-b. New OCHN Website Review and Feedback- Suzanne W.</b></p>	<p>Suzanne Weinert, OCHN, Tina Command, SSDM and Courtney Bialek, SSDM provided an overview of the draft of the new OCHN website.</p> <p>Suzanne W shared they came to RRAC meeting so they could get feedback from the RRAC members regarding the new website.</p> <p>Tina Command from SSDM mentioned that she received some guidelines and struggles from some of the members. The website has been restructured, and multiple different sources have been added to allow people to search.</p> <p>Courtney Bialek went over the prototypes of 2 versions of the new website with the committee.</p> <p><u>Members' Questions and Comments:</u></p> <ol style="list-style-type: none"> <li>1. I love this coming from someone that knows web coding and making website accessibility, glad this is being delt with.</li> <li>2. When will the new website be up and running?</li> <li>3. Are there any accommodations for the hearing impaired?</li> <li>4. Will the new website have a feature that will allow the new website to speak?</li> <li>5. I would like to give kudos to the web development team; I really like the way things are organized.</li> </ol>
<p><b>5-c. Crisis Services Exercise- Suzanne W.</b></p>	<p>Suzanne mentioned that she would like to get a feel on how everyone feels about crisis services and the community. There was a word cloud put together to gather words from the committee to get the overall view.</p> <ul style="list-style-type: none"> <li>• Helpful</li> <li>• Some patients</li> </ul>

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	<ul style="list-style-type: none"> <li>• Feeling unheard occasionally</li> <li>• Inappropriate responses</li> <li>• Negativity</li> <li>• Traumatic</li> </ul> <p>A list of words was created by the committee of things they would like to see in the future from crisis services:</p> <ul style="list-style-type: none"> <li>• Connection</li> <li>• Listen more</li> <li>• Positivity</li> <li>• Feel connected</li> <li>• Personal</li> <li>• Loving</li> <li>• Nurturing</li> <li>• Welcome</li> </ul>
<p><b>6. Determine if FY26 RRAC Goals Accomplished-Angie O</b></p>	<p>The Rights Annual Report requires OCHN ORR to report on the RRAC Goals for FY25 as Accomplished, Ongoing, or Disconnected.</p> <p>Angie reviewed each FY25 Goals to determine if the goals can be recorded as completed on the FY25 Rights Annual Report.</p> <p>Goal #1 Take necessary steps to revitalize Mentoring Program.</p> <ul style="list-style-type: none"> <li>• 1/9/25 Meeting: Update given on mentors and mentees, discussed program and recommendations provided by members.</li> <li>• June 2025 three members were assigned mentors.</li> </ul>

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This goal was not fully accomplished/ongoing: The RRAC needs to have a reminder of what the word revitalize means and what it means to make the committee more accessible; the culture of mentorship needs to be more solid.

Goal #2 Review in detail the “Your Rights Handbook”.

- 2/6/25 Meeting: Reviewed numbering system, table of content, pg 1-3.
- 3/6/25 Meeting: Reviewed page 4-6
- 4/3/25 Meeting: Reviewed page 6-8
- 6/5/35 Meeting: Reviewed page 9-13
- 8/7/25 Meeting: Reviewed page 14-15
- 9/4/25 Meeting: Reviewed page 15-16
- 10/2/25 Meeting: Reviewed page 16-19

This goal has been accomplished.

Goal #3 Inform the OCHN Board of community concerns as identified to the Board representatives.

- 1/9/25: Discussion: We would like some feedback from the board regarding RRAC concerns. Should get as much attention as public comment. RRAC does not get feedback about the issues brought to the board.
- 2/6/25: Generation of rumors is huge, so sharing facts at the RRAC meeting from the Board meeting would be meaningful.
- 3/6/25: [1] Issues with Spenddown, [2] being put in the wrong Medicaid category, [3] benefits of good services, clubhouse, case manager.
- 5/1/25: Dana responded to concerns brought to the Board.
- 6/5/25: Issues regarding standardizing Respite and DCW wages have resulted in a \$4 decrease in this individual’s staff’s wages.

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	<ul style="list-style-type: none"> <li>• 8/7/25: Judi shared the board should know about what was discussed by the RRAC about the RFP and what is on the mind of the community.</li> <li>• 9/4/25: Discussed individual's concerns with transportation.</li> <li>• 10/2/25: Dana discussed the issues brought up at the September meeting about transportation and direct care worker rate changes.</li> </ul> <p>This goal has been accomplished/ongoing Goal #4 Continue to get to know the members of the OCHN and Rights Leadership Teams and RRAC members.</p> <ul style="list-style-type: none"> <li>• At six of the RRAC meetings OCHN leadership, Rights Staff or RRAC members presented. [55% of the meeting]</li> </ul> <p>This goal has been completed/ongoing</p>
<p><b>7. Finalize FY26 RRAC Goals-Angie O</b></p>	<p>Deferred</p>
<p><b>8. Goal 3: Inform the OCHN Board of community concerns as identified to the Board Representative- Renee N.</b></p>	<p>Judy S. mentioned there are more struggles in the community that need to be recognized. The people are feeling unheard. A few people have made an effort to make public comments at board meetings and they didn't feel like their issues were recognized.</p>
<p><b>9. Policy Review: RR 14.1 Services Suited to Condition &amp; RR 4.1 Complaint Appeal- Angie O.</b></p>	<p>Deferred</p>
<p><b>10. Rights Update- Angie O.</b></p>	<p>Angie mentioned a post went out yesterday for a new rights specialist position, and we will be hearing more about the open position soon.</p>
<p><b>11. Site Visit Report – Angie O</b></p>	<p>Angie reviewed the site visit report.</p> <ul style="list-style-type: none"> <li>• 100% of service sites requiring a site visit have been completed.</li> <li>• As of 10/2/25, 506 out of 506 total number of sites that require a site visit have been completed.</li> </ul>

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<p><b>12. Agenda items for the next meeting [Dec 4, 2025]</b></p>	<ul style="list-style-type: none"> <li>➤ <i>Goal 1: Continue to get to know OCHN/Rights Leadership &amp; Committee Members- Renee Neddo</i></li> <li>➤ <i>Review FY25 Rights Data if available</i></li> <li>➤ <i>Policy Review: RR 19.1 Treatment by Spiritual Means &amp; RR 30.1 Incident Reports</i></li> <li>➤ <i>Site Visit Report</i></li> <li>➤ <i>Goal 2: Inform the OCHN Board of community concerns as identified to the Board Representative.</i></li> </ul>
<p><b>13. Public Comment</b></p>	<p>None</p>
<p><b>14. Member Comment</b></p>	<ul style="list-style-type: none"> <li>• Hunter asked if the RRAC meetings could be moved to Huron from now on instead of Michigan.</li> <li>• Amit thanked everyone for sharing their stories regarding the crisis services.</li> <li>• Judy congratulated Sarah on becoming vice chair on the board.</li> </ul>
<p><b>15. Meeting Adjourned</b></p>	<p>Hunter P. motioned to adjourn the meeting, Amie K. Support. Meeting was adjourned by voice vote.</p>

**Next Meeting: December 4, 2025, OCHN**

*Tiffany Craig*

Scribing Signature

*12/4/2025*

Date