

Presented by:

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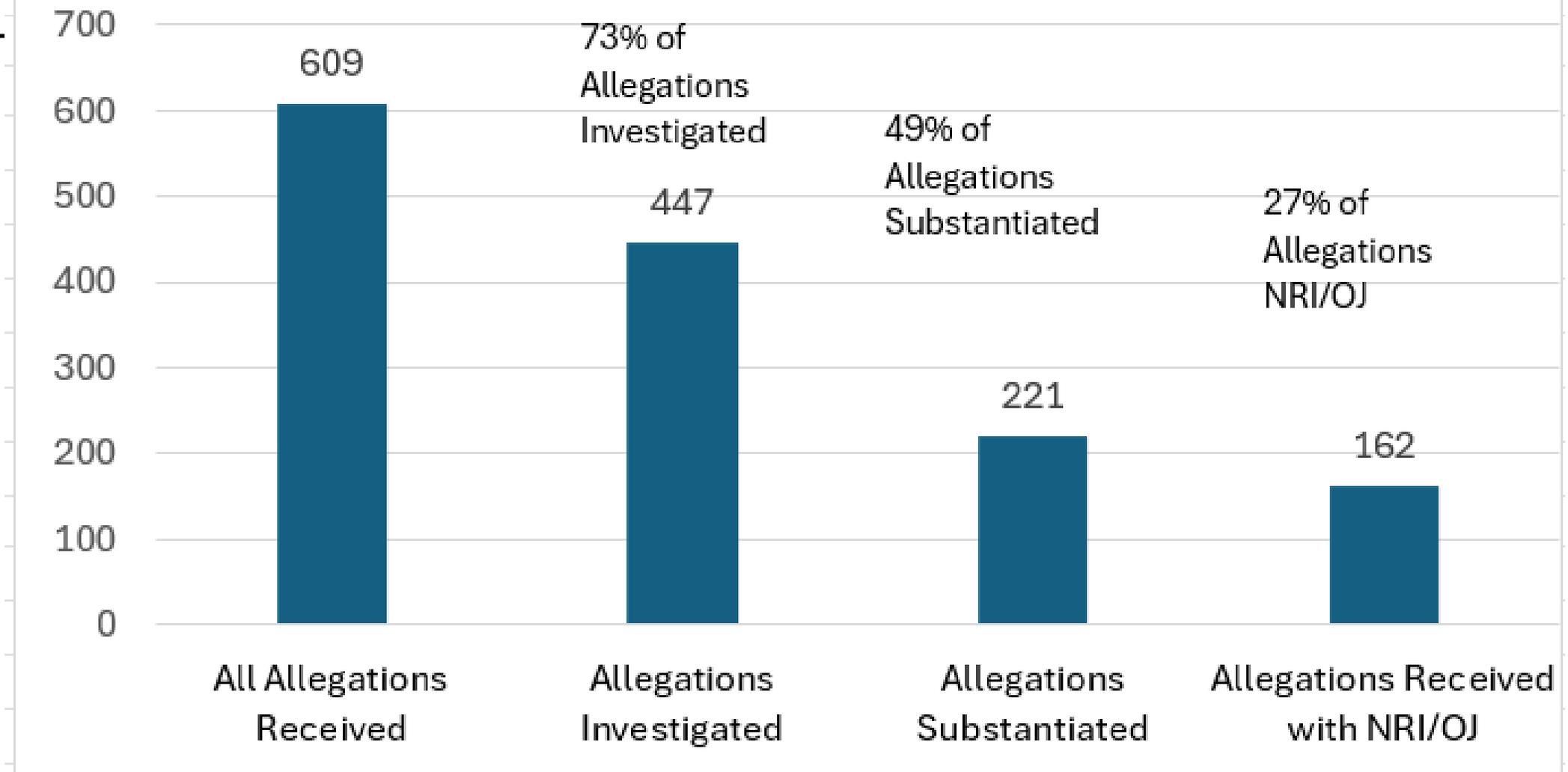
January 13, 2025

OCHN Rights Annual Report FY24



Developmental Disabilities • Mental Health • Substance Recovery

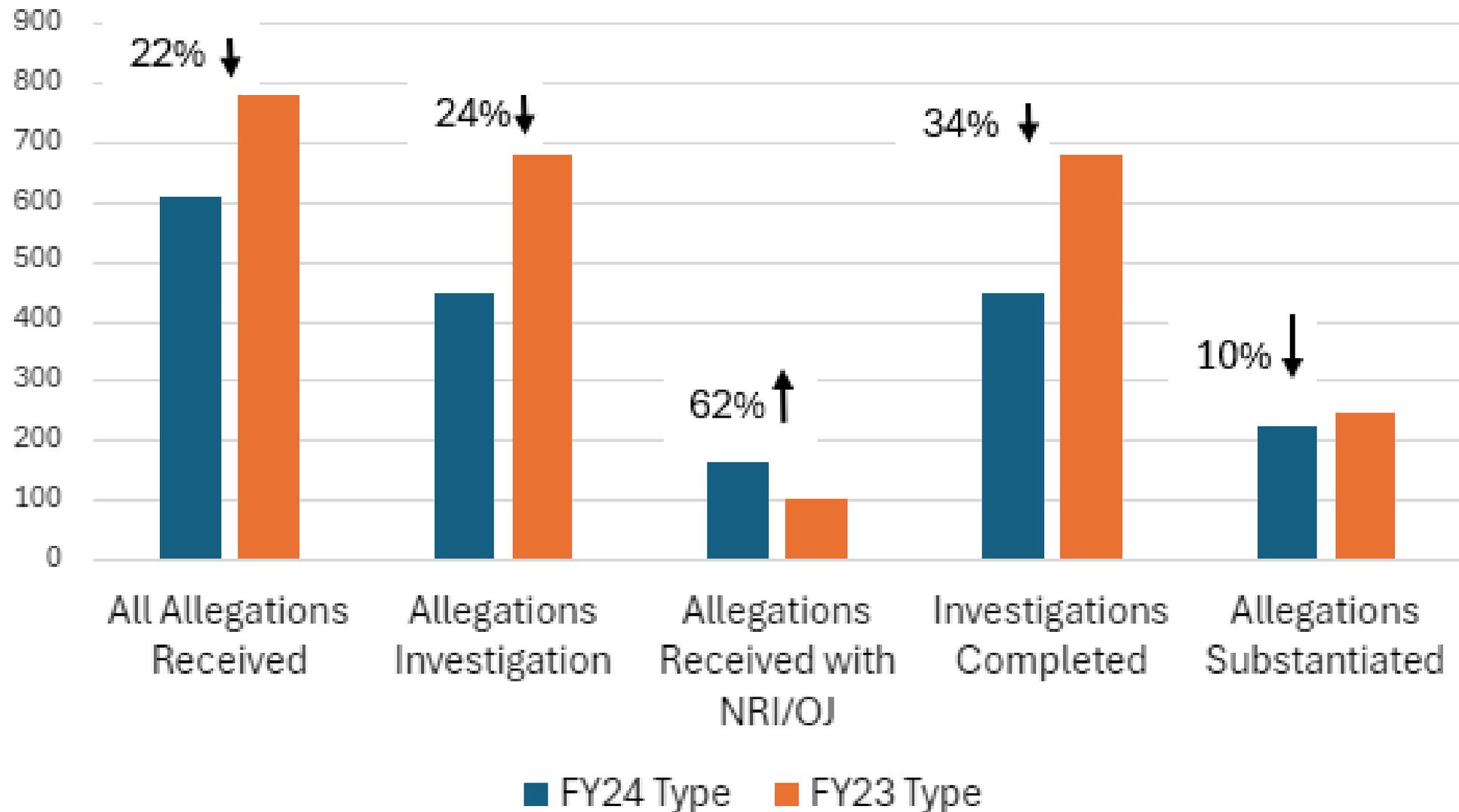
Complaint Data Summary FY24



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NRI/OJ = No Right Involved or Outside Jurisdiction

Complaint Data Summary FY24 & FY23



ORR Practices That Impacted Rights Data From FY23-FY24

1. Increased referral to Customer Services for assistance with issues.

2. Provider with ongoing rights complaints contract was ended May 2024.

3. Additionally, complaints that involved the following were not automatically opened for investigation UNLESS there was an identifiable alleged rights violation.

- Sleeping on duty
- Med errors
- Suicides

4. Frequent callers who consistently wanted to file complaints when they were unhappy with services/staff were given the opportunities of scheduled time with their assigned Rights Specialist at 15–30-minute intervals weekly/bi-weekly (or as agreed upon) as a means of having someone to vent to and help with problem solving. Rights Specialist reported that this method helped to reduce the number of times the individual actually filed a complaint as they realized their right was not violated, they just needed to vent to someone and problem solve.

Complaint Data Summary FY24

Highlighted Complaint Categories	Received	Substantiated	% Substantiated
Abuse I, II, III	127	45	35%
Neglect I, II, III	121	82	68%
Dignity and Respect	60	26	43%
MH Services Suited to Condition	84	46	55%
Individual Written Plan of Service	2	0	0%
Disclosure of Confidential Information	8	6	75%

	Received	Substantiated	% Substantiated
Abuse I	8	4	50%
Abuse II	76	21	28%
Abuse III	43	20	47%
	127	45	35%

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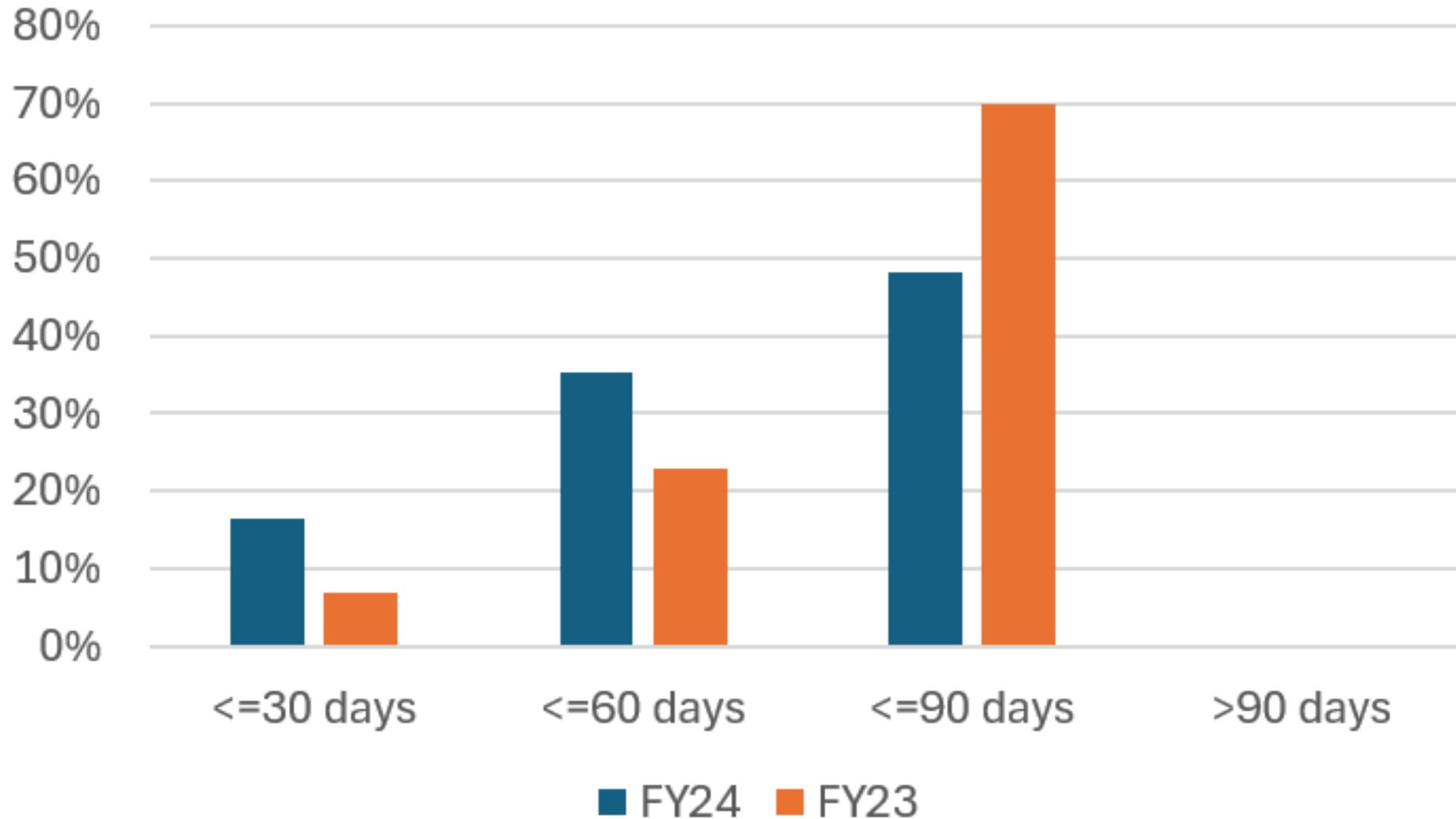
Complaint Data Summary FY24

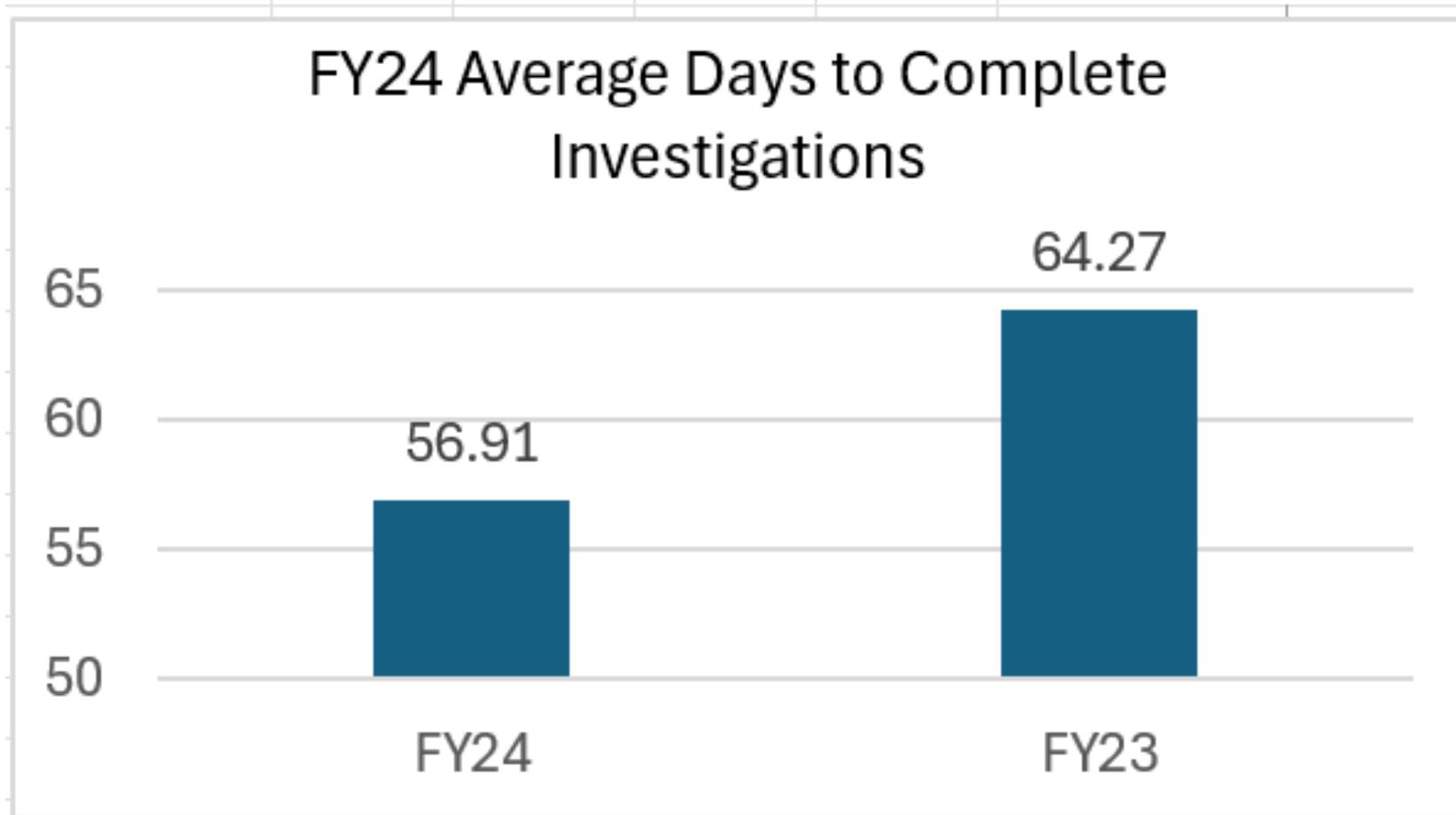
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Disclosure of Confidential Information	8	6	75%

	Received	Substantiated	% Substantiated
Neglect I	9	6	67%
Neglect II	15	8	53%
Neglect III	97	68	70%
	121	82	68%

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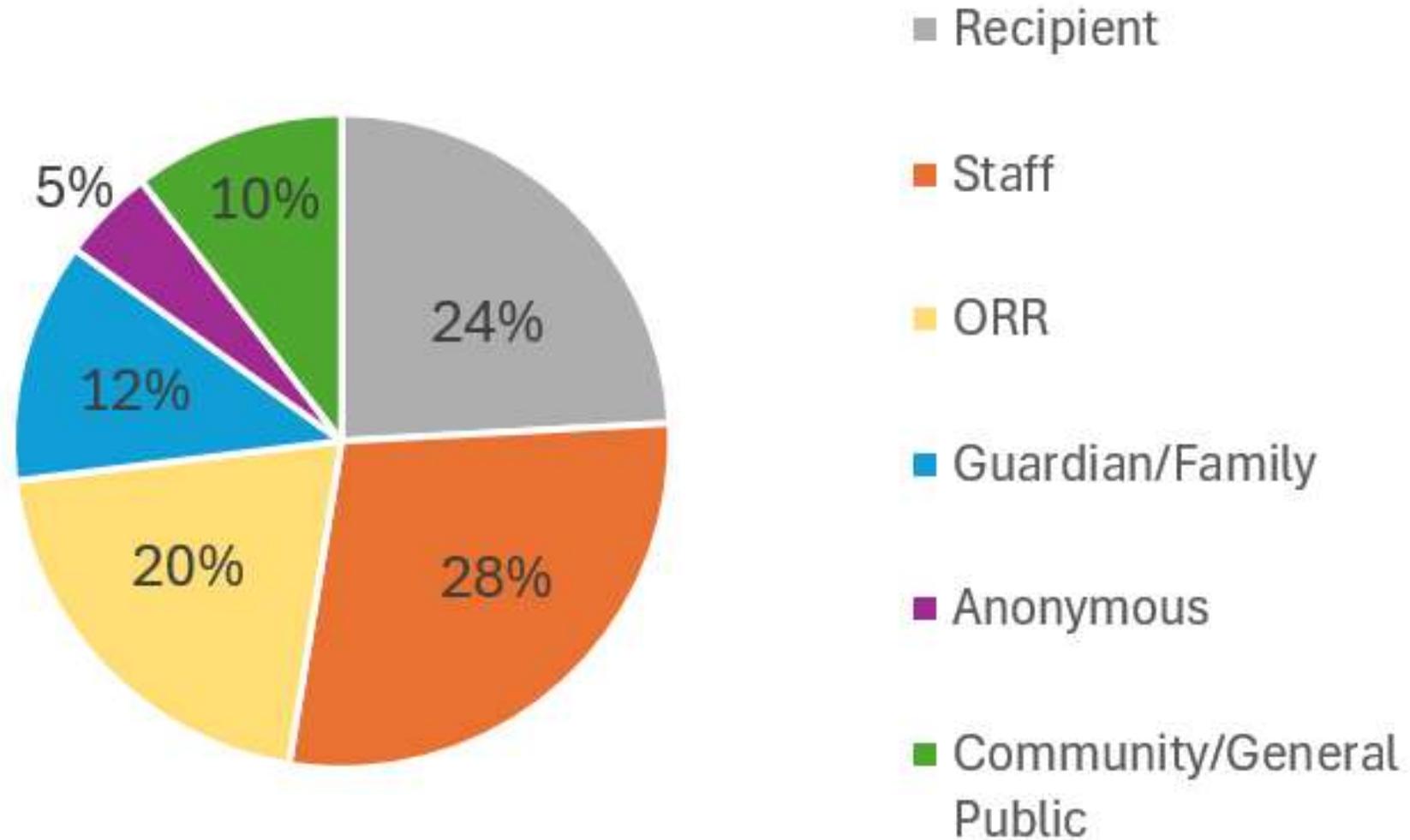
FY24 Timeframes for Investigation Completion



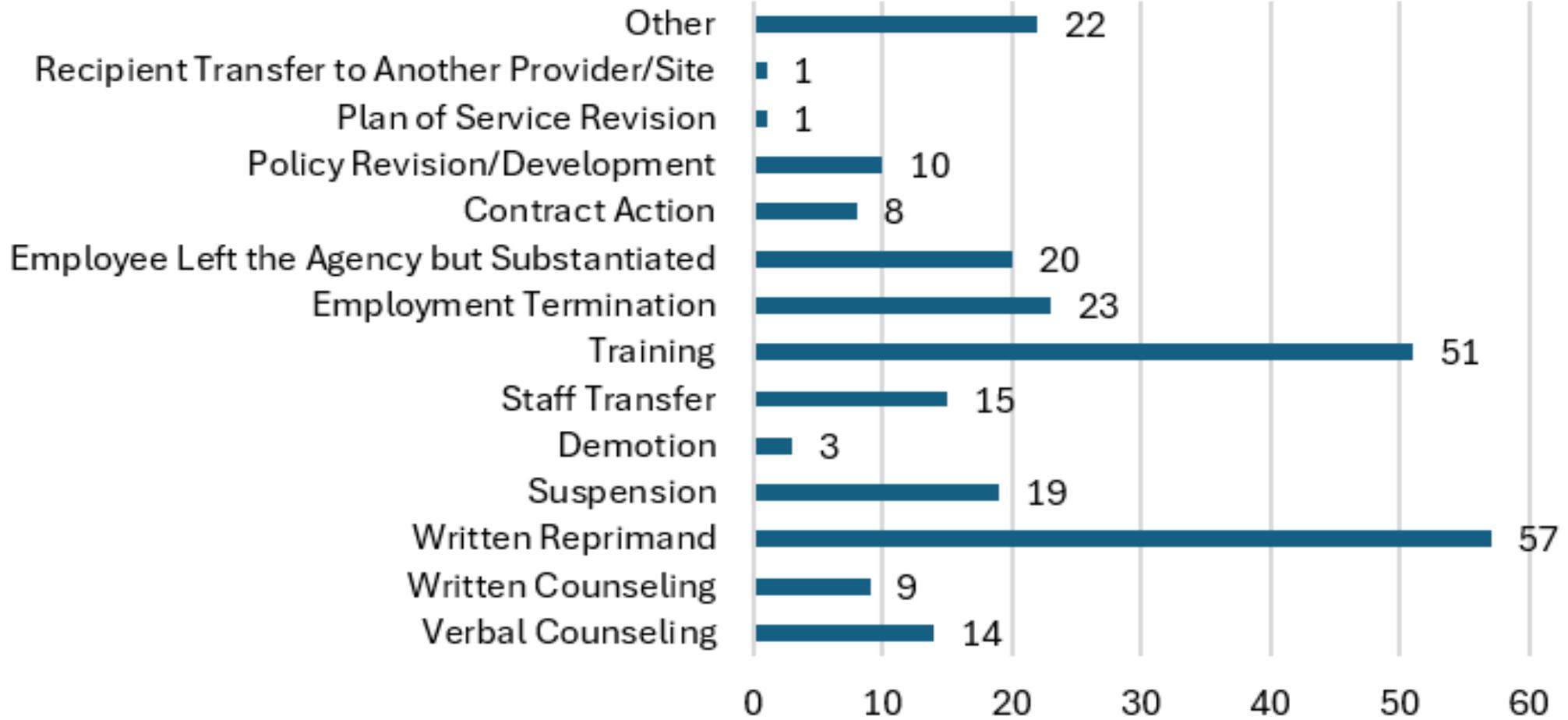


Mental Health Code requires completion by 90 days. OCHN ORR goal is completion by 75 days.

FY24 Complaint Source

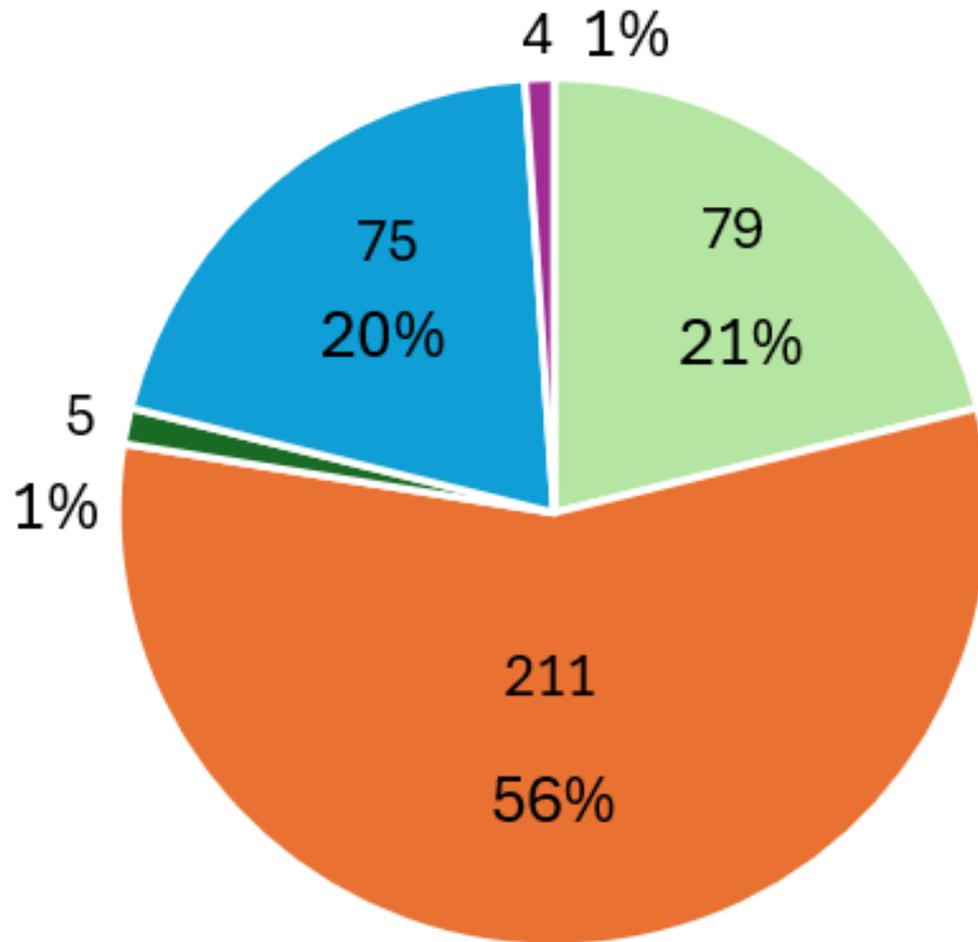


FY24 Complaint Remediation



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FY24 Complaint Remediation - Persons Served



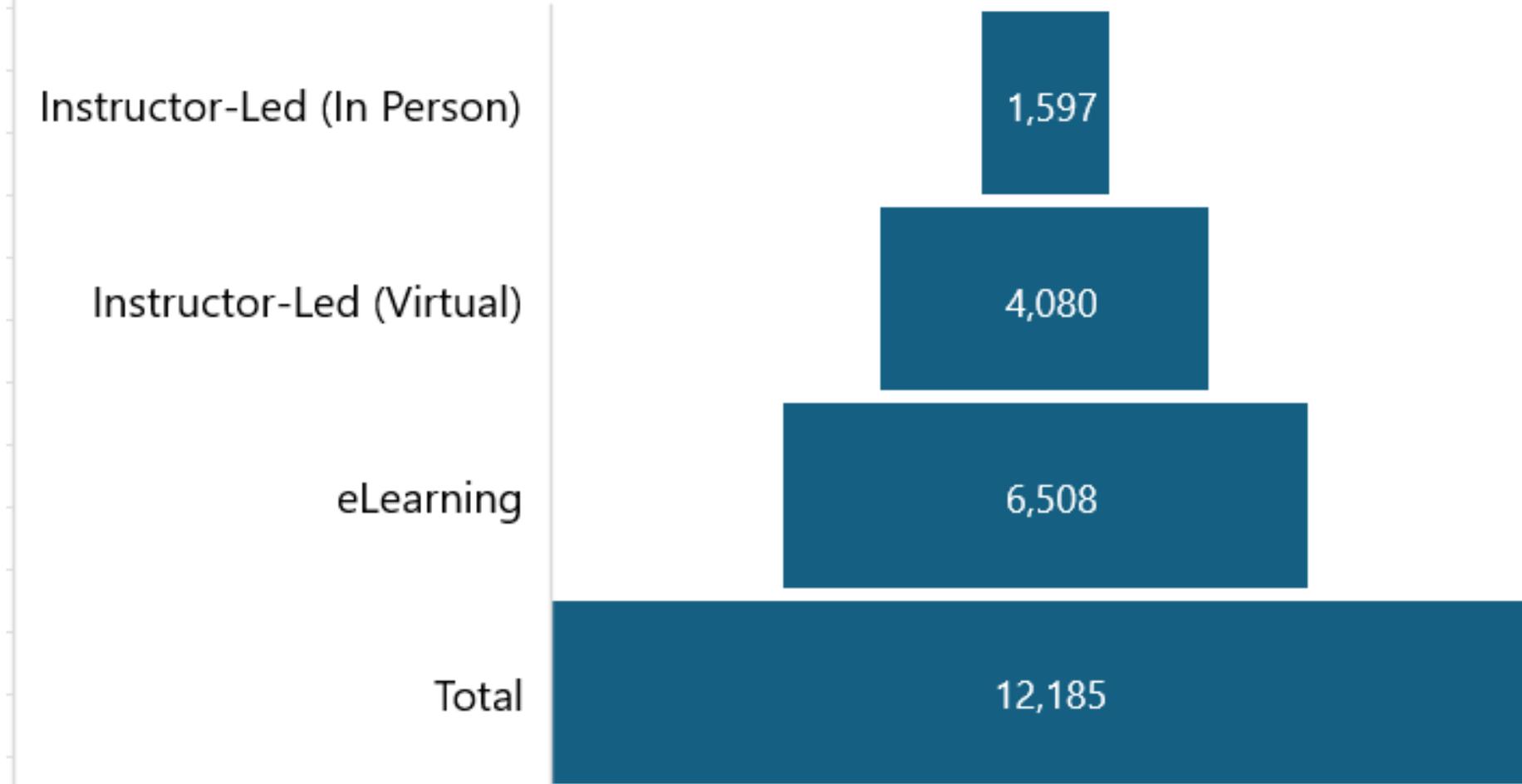
- Adults with Mental Illness
- Persons with Intellectual/Developmental Disability
- Children with SED
- HAB Waiver
- ABA Waiver

Appeals FY24

Allegation Appealed	Grounds for Appeal	Action	Final Decision
Mental Health Services Suited to Condition	Findings	Denied Appeal	NOTE: Appellant was not the person served, complainant or guardian.
Mental Health Services Suited to Condition	Findings	Accepted Appeal	Upheld Investigative Findings
Dignity and Respect	Findings	Accepted Appeal	Upheld Investigative Findings
Abuse Class III	Findings	Accepted Appeal	Upheld Investigative Findings
Personal Property - Possession and Use	No Grounds		NOTE: Requested additional information in order to process the appeal.

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FY24 Rights Training Provided



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FY24 Outcomes	Status
Discuss issues that are important to RRAC members.	Accomplished
Members get to know each other, OCHN Leadership and the Rights Team.	Accomplished
Bring to meetings and discuss challenges facing Rights Team.	Accomplished

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Outcomes established for the Office of Recipient Rights for 2025

1	Take necessary steps to revitalize Mentoring Program.
2	Review in detail the "Your Rights Handbook".
3	Inform the OCHN Board of community concerns as identified to the Board representative.
4	Continue to get to know the members of the OCHN and Rights Leadership teams and RRAC members.

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Recommendations to the Governing Board

The Office of Recipient Rights and Recipient Rights Advisory Committee Recommends:

1	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	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	Board consider Recipient Rights related topics in Board Study sessions.

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Questions?



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Oakland Community
Health Network

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