

**RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING MINUTES**  
**FRIDAY, JANUARY 7, 2022 11:00 a.m. – 1:00 p.m.**  
**HYBRID MEETING**  
**707 W. MILWAUKEE, 2<sup>ND</sup> FLOOR CONFERENCE ROOM**  
**DETROIT, MI 48202**

**I. Call to Order 11:00 am**

Welcome back and Happy New Years to everyone and wishes that this be a safe year!

**II. Roll Call** by Chair Kenya Ruth. D. Burrell, M. Patterson, J. Harmon, Ray Schuhholz (attending Virtually), K. Remson, Chief Riley, J. Kinloch,

**III. Approval of the Agenda**

**Motion to accept by** D. Burrell **Supported by** Chief W. Riley  
**Yeas 7 Nays 0 Abstain 0**

**IV. Moment of Silence**

**V. Review and Approval of meeting minutes of November 1, 2021**

**Motion to accept by** (R. Schuhholz ) **Supported by** J. Kinloch  
**Yeas 7 Nays 0 Abstain 0**

**VI. RRAC Chairpersons Report**

We must be diligent in what is going on with our children. Some children are depressed and they do not know that they are and some are stressed and worried. They may need help from parents, teachers or counselors for mental health services. With the Oxford school shooting many of our children are worried and may need some professional services. Let us be a help to them.

**VII. ORR Director's Report**

This is the Directors Report being presented by Polly McCalister for our January 7, 2022.

Good afternoon Committee members, public viewers and staff welcome to our January 7, 2022 RRAC meeting.

The Office of Recipient Rights is dedicated to our mission of protecting the rights of our recipients. We are accepting complaints via the mail, telephone (hotline), fax. 313 833-2043 and 1-888-399-5595. In case a provider does not have a fax, they can email us at [orrcomplaints@dwhn.org](mailto:orrcomplaints@dwhn.org). However, **all** Incident Reports must be faxed over.

**Congratulations to:**

Kimberly Little 3 years of service and Joyce Wells 20 years of service.

**Team initiatives:** The entire staff has assisted with prepping files by pulling out staples to get them ready for scanning a big thank you to everyone especially Magnolia Scott for organizing and getting things done.... Although we are not finished....

We also submitted our Annual Report which Magnolia will discuss later.

Again, I would like to welcome our New Employee: The new employee will start on Monday and will be present at the next RRAC meeting.

**ORR-Overall Allegations:**

Under the Direction of Magnolia Scott (intake) Chad Witcher, Robert Gilreath (Managers).

**The ORR-Overall Allegations:**

**November** -ORR numbers received:

113 Allegations  
24 Outside of Provider Jurisdiction  
3 No Rights Involved  
86 Actual Investigations  
6 Closed  
80 Remain open

December-ORR numbers

109 Allegations  
17 Outside Provider Jurisdiction  
9 No Rights Involved  
83 Actual Investigations  
1 Closed  
82 Remain open

**Recipient Rights Training:**

For the month of **November**

376 Registered  
207 Attended  
182 Passed  
194 No Shows

For the month of **December**

251 Registered  
140 Attended  
126 Passed  
125 No Shows

We are requesting all providers ensure their employees are trained within 30 days of their hire to remain in compliance of the Mental Health Code Citation **MHC 1755(5)(f), Standard 3.3.1**. Moving forward we will impose the \$50.00 fee for failing to train their staff within 30 days of hire.

**For our Site Reviews**

Under the direction of Schakerra Pride, the monitoring team 62 Site Reviews conducted for November and December 2021

**November**

33 Completed

**December**

29 Completed

Submitted by: Edward Sims, ORR Reviewer

Note: *The total number of active sites will change depending upon new contracts, termination of contracts, closures etc.*

**Before we move to new business if this body could vote to accept my report.**

**Motion to accept by Chief W. Riley**  
**Yeas 7 Nays 0 Abstain 0**

**Supported by D. Burrell**

**Under new business** We continue to work with Substance Use Disorder (SUD). When ORR receives a complaint involving a substance abuse center, we forward it to SUD for processing. If you have an allegation please call 313 344-9099 ext. 3112 (Judy Davis).

## **VIII. New Business**

### **Educational piece**

Today we will have Gwena Jones, who serves as an investigator on the Elliot Team. She will discuss how investigations come in and how they are investigated

**Annual Report** by Magnolia Scott

**P. McCalister:** If you receive two links to the RRAC meeting, please accept the link that Linda sends out. We are trying to get on board. Trent sends out the pre-scheduled meeting and then Linda does it. We are trying to get it together where that won't take place, but always click the link that Linda sends out. I apologize, this is not a Linda error or a Polly error, it is a department error, we are trying to connect the dots with everyone.

**Chair:** I would like to re-do attendance to show those that have come in. Vivian Palmer is now present and on the record.

**P. McCalister:** Our educational piece will be done by Gwena Jones, who is one of Investigators from the Elliott Team. We have two teams, the CLS team and the Elliott team. When I was first hired, Gwena was the second person that came into my office and introduced herself to me. She has shined through the whole 2 years I've been here. She is an outstanding investigator. She volunteers to mentor her team along with others. She's just outstanding, I can't say enough about her. She's had a lot of challenges during the last year with COVID, she lost some family but she gets to the place where she gets her job done. I can't say enough about Gwena and she is under the leadership of Chad Witcher, she is outstanding! Gwena thank you for doing this. We will have another team do this in March.

### Educational Piece by ORR Investigator Gwena Jones

Ms. Jones gave a brief introduction of herself. I have been working at DWIHN five years now. I am going to give a brief overview of how a investigations are done.

## Highlights of Presentation:

### **Complaint Assignment/Acknowledgement**

*Each RRI is assigned a complaint on a rotation basis. Per MHC 1778 (4) 8.1.5 for each investigation, status reports were issued every 30 days as required.*

### **Allegation Review**

*RRI check for a succinct description of an alleged code-protected right violation. If the allegation code is incorrect, the citations followed will also be incorrect.*

### **Citation Review**

*MHC 1778[5][c] 7.3.2 The written investigative report included citations to relevant provisions of the Mental Health Code, other applicable laws, rules, policies and guidelines.*

### **Issue Questions**

*Develop issue questions that address the allegations in question form. The number of questions can vary from case to case but at a minimum of 2.*

### **Investigative Activities**

*RRI investigative activities involves interviewing all potential witnesses, collecting evidence, reviewing policies and other sources of evidence pertaining to the investigation.*

### **Preponderance Standard**

*MHC 1778[5][e] 7.3.5 The written investigative report included a conclusion section which provided an analysis of the findings and a decision as to whether a violation occurred using a preponderance of evidence standard.*

### **Substantiation/Remedial Action**

*330.1780 Remedial action*

*Sec. 780 (1) If it has been determined through investigation that a right has been violated, the respondent shall take appropriate remedial action that meets all of the following requirements: (a) Corrects or provides a remedy for the rights violations (b) Is implemented in a timely manner (c) Attempts to prevent a recurrence of the rights violation (2) The action shall be documented and made part of the record maintained by the office*

*330.1722 Protection of recipient from abuse or neglect*

*Sec. 722. The department, each community mental health services program, each licensed hospital, and each service provider under contract with the department, community mental health services program, or licensed hospital shall ensure that appropriate disciplinary action is taken against those who have engage in abuse or neglect*

*MHC 1755[3][b] 7.4.2 On substantiated rights violations not requiring disciplinary action, the RMHA/respondent takes appropriate remedial action*

### **Recommendations**

*MHC 1778[5][f] 7.3.6 When appropriate, the written investigative report included recommendations which provided for appropriate remedial action and attempted to prevent a recurrence of the violation.*

*No substantiation*

### **Report/Letter Distribution**

*MHC 1778 (1) RIF Subject to delays involving pending action by external agencies, RRI's must complete investigations no later than 90 calendar days*

*following receipt. (5) Upon completion of the investigation, the office shall submit a written investigative report to the respondent and to the responsible mental health agency.*

*MHC 1782 (1) A written Summary Report is issued for each Report of Investigative Findings (RIF) within 10 business days after receipt of the RIF. Summary Report details what action was taken in order to meet the remedial action standards. Summary reports reflected the information from the allegation, citation, and issues, and recommendation sections of the RIF and provided a summary of the investigative findings of the rights office. \*\*Complainant, recipient, guardian or parent of a minor.*

Ms. Jones went on to explain the process of each step and how each step leads to the other. This process is the same throughout all investigations done by both teams.

**Chair:** I would like to put on record for Roll Call that Janet Harmon is present. Thank you, Ms. Jones this was a great job! If there are complaints for SUD please contact Judy Davis (313) 344-9099 ext. 3112. Recipient Rights does not investigate SUD complaints. The calls are forwarded to SUD.

### **Annual Report**

The Annual Report was given to Committee Members to read individually

- IX. Public Comment/Good & Welfare/Public Announcement:** Members of the public are welcome to address the Committee may do so during this portion of the meeting for two minutes.

You must pre-register at:

<https://dwmha.az1.qualtrics.com/jfe/form/form/svbqPD3uvQr2cuHP>

P. McCalister: I would just like to mention that we will be having in-person meetings, going forward, and this was not a Polly, Mignon, Linda decision we are abiding the States decision. We are no longer doing virtual for committee members, you must be present. We will try to accommodate you differently, we will probably order box lunches, so we will need a head count for everyone that will be attending. I want to thank everyone for coming today, I know this was a difficult challenge and I appreciate you all for responding to the emails and working with us. I want to thank my deputy and the whole team for signing on. We truly appreciate your support.

- X. Adjournment 11:56**

**Motion to accept by (R. Schuholz) Supported by J. Kinloch  
Yeas 8 Nays 0 Abstain 0**

Respectfully submitted by

Linda Taylor, RRAC Liaison  
Office of Recipient Rights