



DETROIT WAYNE INTEGRATED HEALTH NETWORK
Recipient Rights Advisory Committee
Meeting Minutes
In-person meeting held at 3071 W. Grand Blvd.
Monday February 6, 2023
1:00 p.m. to 3:00 p.m.

- *The Recipient Rights Meeting did not have a quorum present and therefore was not able to vote on anything. This was an informational meeting.*

COMMITTEE MEMBERS PRESENT:

Kenya Ruth (Chairperson), Jonathan Kinloch (Co-chair), Janet Harmon, Kenneth Remson, Maria Patterson, Eva Garza Dewaelsche.

COMMITTEE MEMBERS EXCUSED:

Dorothy Burrell, Ray Schuhholz, Lorraine Wilson- Taylor, Lori Ann Hill Sanders

COMMITTEE MEMBERS ATTENDING VIRTUALLY: Vivian Palmer, Jaime Junior

GUEST(S): None

Staff Attended: Eric Doeh (President and CEO of DWIHN), Charles Carter (DWIHN ORR – New Investigator), Dwight Snodgrass (DWIHN ORR - New Investigator) Brian Harris (DWIHN ORR – Intake staff / Investigator), Gwena Jones (DWIHN ORR – Manager), Lynda Hicks (DWIHN ORR – Manager) Sheree Jackson (DWIHN – Compliance Manager) Monifa Gray (DWIHN – Legal Department, Associate VP of legal Affairs.)

CALL TO ORDER:

Ms. Kenya Ruth (Chairperson) welcomed everyone to the meeting. The meeting was called to order at 1:22 p.m. by Ms. Ruth.

ROLL CALL

Roll call was taken by Vanique Houser Recipient Rights Advisory Committee liaison. A quorum was not present.

APPROVAL OF THE AGENDA

The agenda could not be approved due to a quorum not being present.

MOMENT OF SILENCE

The Chairperson called for a moment of silence. A moment of silence was taken.

REVIEW AND APPROVAL OF MINUTES:

The meeting minutes from November 7, 2022 were reviewed by the committee. The meeting minutes could not be approved due to a quorum not being present.

RRAC CHAIRPERSON'S REPORT:

Good afternoon, Honorable Board the RRAC meeting was held on February 6, 2023.

Staffing: The ORR Department hired two new Investigators: Dwight Snodgrass and Charles Carter.

The committee discussed the annual report which has been attached for this Boards review.
We submitted our annual report to the State of Michigan on January 18, 2023.

Typically, our report is completed in December however, the State revised the entire reporting template which caused multiple issues in pulling the data.

The Overall Allegations for our agency are as follows:

*We received 1630 complaints,
1284 Allegations,
Investigations 1284 and
Substantiated 422 Investigations.*

Abuse Category:

Abuse class 1	we received-13	Substantiated-0
Abuse Class II, non-accidental act	we received-50	Substantiated-15
Abuse II, unreasonable force	we received-52	Substantiated-33
Abuse class II, emotional harm	we received-12	Substantiated-3
Abuse class II exploitation	we received-33	Substantiated-12
Abuse class III	we receive- 82	Substantiated-28
Abuse class I sexual abuse	we received-10	Substantiated-2

Neglect Category:

Neglect Class1	received-61	Substantiated-8
Neglect Class 1-failure to report	received-2	Substantiated-1
Neglect Class II	received-66	Substantiated-22
Neglect Class II-failure to report	received-8	Substantiated-5
Neglect Class III-	received-138	Substantiated-81
Neglect class III –failure to report	received-10	Substantiated-7

For Appeals:

Number of Appeal Request Received:	19
Number of Appeals Accepted:	17
Number of Appeals Upheld:	12
Number of Appeals Sent back for Reinvestigation:	5
Number of Appeals External Investigation by DHHS:	0
Number of Appeals Sent back for Further Action:	0
Total Number of Appeals Reviewed by the Appeals Committee	17

Per the State of Michigan, the RRAC committee must prepare 4 or more recommendations the following were prepared in 2022.

The RRAC requested training for The ORR staff and RRAC.	Accomplished
To close investigations under 75 days.	On going
Evaluate the current work processes to increase our work flow processes.	Accomplished
To ensure RRAC receive trainings to make informed decisions.	On going
Receive information on cases to make a more informed decision about appeals	On going

New Recommendations:

To continue to offer educational training at each RRAC meeting about ORR processes.
To ensure RRAC members are trained on ORR polices.
To communicate with the Board regarding the semi and annual reporting

For the sake of time please review the remaining sections at your leisure and if you have any questions please reach out to the Director or Deputy Director.

At every meeting we must mention the following:

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.

And

The ORR department also accepts SUD complaints and we continue to work with the Substance Use Disorder (SUD). When the 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).

Thank you, that concludes my report. The Chair concluded her report.

ORR DIRECTOR'S REPORT:

Polly McCalister (the Director of Recipient Rights read her report). 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 1-888-339-5595. 1-888-339-5588TDD In case a provider does not have a fax, they can email us at orrcomplaints@dwhn.org. However, **all** Incident Reports

The RRAC must be preparing for our annual report we need at least four recommendations.

- Congratulations to Rachel Moore and Vanique Houser for obtaining one year
- Joyce Wells for obtaining 21 years
- Brian Askew 29 years

- Whitley King-Kidd 1 year
- Matthew Schneider 3 years

We also, need to introduce our new staff Dwight Snodgrass and Charles Carter.

**ORR-Overall Allegations:
For the office of Recipient Rights**

- 10/01/21-09/30/22
 - Total # of site reviews completed: 571
 - Total # compliant: 536
 - Total # non-compliant: 35
 - Total # status pending: 0
- 10/01/22-01/25/23
 - Total # of site reviews completed: 142
 - Total # compliant: 134
 - Total # non-compliant: 01
 - Total # status pending: 07

UNFINISHED BUSINESS – ANNOUCEMENTS:

There was no unfinished business. **The Recipient Rights Advisory Committee will be looking for Prevention Manager Chad Witcher and intake staff Brian Harris to provide a report going into further detail about specific topics discussed in this meeting, at our upcoming meeting on April 3rd.**

NEW BUSINESS:

There was no new business to discuss.

EDUCATIONAL PIECE:

Gwena Jones read the Annual Report while committee members followed along with a copy of the report in front of them.

ADJOURNMENT:

The meeting was adjourned at 2:08 p.m.

Transcribed by:

Vanique Houser
RRAC - Liaison