



## **Detroit Wayne Integrated Health Network**

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**RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING  
Monday, April 7th, 2025, 1:00 p.m. – 3:00 p.m.  
DWIHN Administration Building  
8726 Woodward 1<sup>st</sup> Fl. Boardroom  
and Teleconference Zoom  
Detroit, MI 48202**

### **AGENDA**

- I. **Call to Order**  
*New concepts-- when we vote on an item, please state your name and say how you are voting, this is because the audience may not be able to see who is speaking.*
- II. **Roll Call**
- III. **Approval of the Agenda**
- IV. **Moment of Silence**  
Condolences to Mr. Hill and Supervisor Jeri Sterrett regarding losing their loved ones.
- V. **Review and Approval of Meeting Minutes for February 10<sup>th</sup>, 2025**
- VI. **RRAC Chairperson's: Report welcome new committee member Chad Witcher**
- VII. **Welcome new staff: Frankie Lewis, Dominique Moore, Ronald Griffin, Kailin Mack, Melodie Jones. And newly Promoted Lexus Davis Senior Rights Investigator for the Care Center.**
- VIII. **Director's Report - Polly McCalister**
- IX. **Investigative Manager Report Card Update – Lynda Hicks**
- X. **Intake Manager Presentation- Gwena Jones**
- XI. **Discussion: Manager Feedback Survey, New Hire Survey**
- XII. **Incident Report Policy Training- Tonia McMurray**
- XIII. **Unfinished Business**
- XIV. **New Business- we have a Provider that has done exceptional work. Mr. Anthony Walburg and Sheana Walburg from Heavenly Comfort Home**
- XV. **Adjournment**

### **Board of Directors**

Dr. Cynthia Taueg, Chairperson  
Karima Bentouns  
Jonathan C. Kinloch

Kevin McNamara, Vice Chairperson  
Angela Bullock  
Bernard Parker

Dora Brown, Treasurer  
Lynne F. Carter, MD  
William Phillips

Eva Garza Dewaelsche, Secretary  
Angelo Glenn  
Kenya Ruth

**James E. White, President and CEO**





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### **DETROIT WAYNE INTERGRATED HEALTH NETWORK**

#### **Recipient Rights Advisory Committee**

#### **Meeting Minutes**

*In-Person meeting held at 8726 Woodward Ave. 1<sup>st</sup> Fl. Boardroom*

*Detroit, MI 48202*

**Monday April 7<sup>th</sup>, 2025**

**1:00 p.m. to 3:00 p.m.**

**COMMITTEE MEMBERS PRESENT:** Angleo Glenn (Chairperson), Jonathan Kinloch (Vice-Chair), Chad Witcher, Maria Patterson, Linda Taylor, Kenya Ruth, Sheldon Hill, Vivian Palmer, Lori Ann Hill-Sanders

**COMMITTEE MEMBERS ATTENDING VIRTUALLY:** Jamie Junior

**COMMITTEE MEMBERS EXCUSED:** Janet Harmon, Kenneth Remson, Lorraine Wilson-Taylor

**COMMITTEE MEMBERS UNEXCUSED:** Ralph Schuholz

**GUESTS:** James E. White, Anthony Waldburg, Sheana Waldburg, Brandon Glessner

**STAFF ATTENDING IN PERSON:** Dr. Polly McCalister, Lynda Hicks, Gwena Jones, Tonia McMurray, Chris E. Davis, Andre Hardrick, Lexus Davis, Frankie Lewis, Ronald Griffin, Dominique Moore, Kailin Mack, Jeri Sterett, Anita Steward, Trent Sanford

**STAFF ATTENDING VIA ZOOM:** Mignon Strong, Ann Alexander, Avery Barnett, Michael McElrath, ArReana Jackson,

**CALLED TO ORDER:** Mr. Angelo Glenn, Chairperson, welcomed everyone and called the meeting to order at 1:09p.m.

**ROLL CALL:** Roll call was taken by Arina Kartasheva, Recipient Rights Advisory Committee Liaison. A quorum was present.

#### **Board of Directors**

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Karima Bentounsi  
Kevin McNamara

Jonathan C. Kinloch, Vice Chairperson  
Angela Bullock  
Bernard Parker

Dora Brown, Treasurer  
Lynne F. Carter, MD  
William Phillips

Eva Garza Dewaelsche, Secretary  
Angelo Glenn  
Kenya Ruth

**James E. White, President and CEO**



**REVIEW AND APPROVAL OF AGENDA:** Motion to accept by Angelo Glenn, seconded by Jonathan Kinloch, Mr. Glenn acknowledged, item passed.

**REVIEW AND APPROVAL OF MINUTES:** Motion to accept by Angelo Glenn, seconded by Jonathan Kinloch, Mr. Glenn acknowledged, item passed.

**MOMENT OF SILENCE:** Chairperson Glenn called for a moment of silence in recognition of the family members lost by members of staff and committee in 2025. A moment of silence was taken.

**RRAC CHAIRPERSON'S REPORT:** Chairperson Glenn stated that this meeting is his last as chairperson of the Recipient Rights Committee, and that Kenya Ruth will be taking his place going forward. Kenya Ruth expressed her excitement to chair this committee. Mr. Glenn introduced new committee member: Chad Witcher. Chad Witcher made a brief statement regarding his new role.

**NEW STAFF MEMBERS:** Six new staff members to the department of Recipient Rights introduced themselves to the committee. CEO White expressed his enthusiasm, as he had previously worked with several of the new staff members in their previous roles in law enforcement.

**DIRECTORS REPORT:** Dr. Polly McCalister thanked Mr. Glenn for his service on the committee. She discussed training conducted in February and March by the department of recipient rights, and went over investigation data for those months.

**PRESENTATION ON REPORT CARDS:** Lynda Hicks presented further data on investigations, reporting that very few have gone over the departmental standard of having cases completed within 75 days. Any overages are due to the number of cases, and not due to investigators being unable to complete their work.

**INTAKE OPERATIONS PRESENTATION:** Gwena Jones introduced ArReana Jackson as a new intake supervisor. She reviewed the structure of the intake department, and the roles of each staff member, and reporting guidelines when it comes to unusual incidents with members. Jones also discussed the process of taking SUD complaints, but referring them to the SUD department, and the same process with adult initiative complaints. Jones went over the process of verifying consumer deaths. Vivian Palmer asked if consumer deaths are on the biweekly report cards, they are not. Kenya Ruth asked about the process of handling complaints outside of DWIHN jurisdiction. Gwena Jones reported that the complaint is taken as normal, and the consumer is then informed that while it is out of DWIHN jurisdiction, they have other options, and they are referred to the appropriate agency, with a follow-up from DWIHN with the consumer later. Angelo Glenn asked how the SUD department conducts their investigations, and whether that process is similar to Department ORR. Polly McCalister replied that she is working with that department to see if their investigations mirror Department ORR investigations but does not yet have that information ready to present. Jonathan Kinloch also asked if there are active SUD investigations ORR can look at and compare processes, with the same response from Dr.

McCalister. Vivian Palmer asked if at the next RRAC meeting, ORR could present the process of recording a consumer death to the committee.

**NEW HIRE SURVEYS PRESENTATION:** Gwena Jones presented new survey forms developed by her and Dept ORR designed to track feedback on managers, supervisors and new hires and measure performance of the same. Polly McCalister complimented Jones on her work in creating these surveys.

**INCIDENT REPORTING POLICY PRESENTATION:** Tonia McMurray presented the incident reporting policy, the process of filling out an incident report, along with emphasizing the importance of incident reports, and reminding staff and the committee that they are all mandated reporters. Maria Patterson said that she had previously filled out an incident report and that it was very straightforward, and asked if Department ORR conducts trainings on how to fill out these reports. Tonia McMurray replied that there are weekly trainings with investigators, part of which includes information on incident reporting, and that there is also training available to providers and their staff.

**NEW BUSINESS:** Angelo Glenn requested that information regarding SUD investigations be provided to the committee as soon as Department ORR had that information.

Jonathan Kinloch alerted the committee and staff that the RRAC received an anonymous complaint regarding a personnel matter, that a number of statements had been made, but proved inconclusive.

Angelo Glenn introduced a provider who was being recognized for their exceptional work: Anthony Waldburg and his partner Sheana Waldburg. They were recognized for having received no recipient right complaints within the past year. Anthony and Sheana made statements about their gratitude, and emphasized the importance of training, attention to small details, and resident care with a community focus.

Chad Witcher expressed his respect for the quality of new investigators to the department.

**UNFINISHED BUSINESS:** None

**PUBLIC COMMENT:** None

**ADJOURNMENT:** Meeting adjourned at 2:08pm

**Transcribed by:**

Arina Kartasheva- RRAC Liaison

