



Detroit Wayne Integrated Health Network

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**RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING
Monday, February 10th, 2025, 1:00 p.m. – 3:00 p.m.
DWIHN Administration Building
8726 Woodward 1st 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**
- V. **Review and Approval of Meeting Minutes for November 4th, 2024**
- VI. **RRAC Chairperson's Report**
- VII. **Welcome new staff: Audrey Curtis and Donyale Holmes
Welcome promoted staff: Tonia McMurray, Jeri Sterett and Charles Carter**
- VIII. **Annual Report Presentation: Gwena Jones**
- IX. **Investigative Manager Presentation: Lynda Hicks**
- X. **ORR Director's Report**
- XI. **Unfinished Business- Vice Chair Kinloch requested legal to determine if they can revise the hospital contacts language.**
- XII. **New Business**
- XIII. **Adjournment**

Board of Directors

Dr. Cynthia Taueg, Chairperson
Karima Bentounsi
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. 1st Fl. Boardroom

Detroit, MI 48202

Monday February 10th 2025

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

COMMITTEE MEMBERS PRESENT: Angleo Glenn (Chairperson), Jonathan Kinloch (Vice-Chair), Linda Taylor, Kenya Ruth, Sheldon Hill, Vivian Palmer, Dr. Cynthia Taueg,

COMMITTEE MEMBERS ATTENDING VIRTUALLY: None

COMMITTEE MEMBERS EXCUSED: Jamie Junior, Janet Harmon, Kenneth Remson, Lorraine Wilson-Taylor, Maria Patterson, Ralph Schuholz

COMMITTEE MEMBERS UNEXCUSED:

GUESTS: James E. White (DWIHN CEO), John Shafer (DWIHN-Compliance), Chris Davis (DWIHN-Legal), Monifa Gray (DWIHN-Legal)

STAFF ATTENDING IN PERSON: Dr. Polly McCalister (DWIHN- ORR Director), Gwena Jones (DWIHN-ORR Intake Manager), Lynda Hicks (DWIHN-ORR Manager), Jerri Sterrett (DWIHN- ORR Supervisor), Tonia McMurray (DWIHN- ORR Manager), Charles Carter (DWIHN-ORR Senior Investigator), Donyale Holmes (DWIHN-ORR Investigator), Audrey Curtis (DWIHN-ORR Investigator), Lexus Davis (DWIHN-ORR Investigator), Arina Kartasheva (DWIHN- ORR Administrative Assistant, RRAC Liaison)

STAFF ATTENDING VIA ZOOM: Pastella Williams, Michael Olver, Schakerra Pride, Dwight Snodgrass, Mignon Strong, Michelle Livous, Tiffany Burgess, Brian Harris, April Dudley, Chanel Borns, Nicole Williams, Phoenicia Jackson, Keith Frambro

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

Board of Directors

Dr. Cynthia Taueg, Chairperson
Karima Bentounsi
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



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

REVIEW AND APPROVAL OF AGENDA: Motion to accept by RRAC Chairperson Angelo Glenn, seconded by Vice-Chair Jonathan Kinloch, Mr. Glenn acknowledged, item passed.

REVIEW AND APPROVAL OF MINUTES: Motion to accept by RRAC Chairperson Angelo Glenn, seconded by Vice-Chair Jonathan Kinloch, Mr. Glenn acknowledged, item passed.

MOMENT OF SILENCE: Chairperson Glenn called for a moment of silence. A moment of silence was taken.

RRAC CHAIRPERSON'S REPORT: The chairperson introduced new investigators Donyale Holmes and Audrey Curtis and promoted staff members Tonia McMurray, Jeri Sterrett, and Charles Carter.

WELCOMING NEW STAFF MEMBERS: New and promoted staff members introduced themselves to the committee and CEO

ANNUAL REPORT: Intake manager Gwena Jones presented the Recipient Rights Fiscal Year 2024 Annual Report.

Vivian Palmer asked if contracted entities must enact remedial action plans for every employee involved in a rights violation case, with an affirmative answer. Dr. Cynthia Taueg asked what additional help members that are victims of rights violations receive, and the committee was informed that in addition to remedial action plans for contracted entities, the members are asked what further assistance or resolution they might want, including transfer assistance, and to the best of their abilities the department assists them, however that most members choose to remain at the facility once their complaints are investigated and resolved. RRAC member Kenya Ruth asked if Department ORR can assist members with transfers if they do request that, Director Polly McCalister replied that that is the purview of the Residential department. Vice-Chairperson Kinloch asked if there was heightened scrutiny over entities that received the highest number of substantiated rights complaints, to which Director Polly McAlister replied that the Contracts department meets with those entities and discusses corrective action plans, and later that staff involved with a substantiated pattern of rights violations are tagged so future employers can see their history. Dr. Cynthia Taueg asked if the next annual report can include which remedies members requested and how many Department ORR were able to assist with, Dr. Polly McCalister replied that we can include that information in internal reporting but the State of Michigan does not require this information for their annual reports. Dr. Cythia Taueg asked if appeals to complaints were handled by internal staff, Gwena Jones answered that the appeals committee meets and discusses these. Dr. Cynthia Taueg asked what kind of training ORR investigators and staff receive, Gwena Jones informed her that DWIHN provides internal training and takes advantage of external and state sponsored training. Vice-Chairperson Kinloch requested that Department ORR provides list of top recipient rights offenders among contracted entities at every meeting.

ORR TRAINING REPORT: Investigations Manager Lynda Hicks presented updates to the Committee regarding the ORR Training Process, including changes made to training processes to make them more engaging and less mentally and emotionally heavy for staff members.

Director Polly McAlister praised ORR managers and staff for their work in updating the training process and raising morale within the department. Chairperson Angelo Glenn asked why there had been low morale among investigators, Director Polly McAlister replied that as staff members left the workload was redistributed and became much heavier. The committee once again discussed why investigator turnover rate was high, concluding that low pay and high workloads were the culprit. Chairperson Angelo Glenn requested a higher focus on retention and Vice-Chairperson Jonathan Kinloch asked how often discussions occurred to facilitate retention.

ORR DIRECTOR'S REPORT: Director Polly McAlister presented an overview of the entire ORR Department and their workflows when it comes to investigations of complaints, as well as data reports regarding caseloads, and some accomplishments of the ORR Department since the beginning of her tenure.

Dr. Cynthia Taueg asked if the Department has productivity metrics, Director Polly McAlister replied that it does not, but that investigators are expected to complete cases within 75 days. Dr. Cynthia Taueg asked if there was an average time per case, Director Polly McAlister replied that this varies from case to case. Vice-Chairperson Kinloch asked if previous issues with in-person visits for investigations have been resolved, Director Polly McAlister replied that they have. CEO James E. White praised Director Polly McAlister, and then the committee discussed that turnover rate has gone down, especially as SOPs have been finalized and the number of investigators having to conduct hospital investigations was reduced to one. Andre Hardrick presented his role as the new sole hospital investigator and answered questions regarding the process of auditing hospitals and contracted entities. Lexus Davis came up to speak regarding her role as investigator. RRAC member Kenya Ruth and Vice-Chairperson Jonathan Kinloch praised Director Polly McAlister for her leadership.

UNFINISHED BUSINESS: Vice-Chairperson Kinloch requested legal to determine if they can revise the hospital contacts language

NEW BUSINESS: None

PUBLIC COMMENT: None

ADJOURNMENT: The meeting was adjourned at 2:37 p.m. motioned by Chairperson Angelo Glenn, seconded by Vice-Chairperson Jonathan Kinloch.

Transcribed by:
Arina Kartasheva- RRAC Liaison