

# RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING MINUTES

Monday, July 11, 2022 1:00 p.m. – 3:00 p.m.

St. Regis Hotel 3071 W. Grand Blvd. and Zoom Teleconference  
Detroit, MI 48202

## **I. Call to Order** 1:08 p.m.

**II. Roll Call**-Kenya Ruth, Eva Dewaelsche, Janet Harmon, Paschal Eze (virtual)  
Kenneth Remson, Jonathan Kinloch, (virtual)

Chair: This is our first in-person meeting of the new year and since we do not have a quorum, this will be an informational meeting. There will be items that we can discuss there will be no votes taking place because we do not have a quorum. The majority of our members are virtual or either in route. If we have 5 additional members attend in person, then we will take votes.

**III. Approval of Agenda**- *We cannot take an approval of the Agenda. No vote due to no quorum*

## **IV. Moment of Silence**

**V. Review and Approval of meeting minutes of January 7, 2022**-*No Quorum at this meeting. Minutes not approved. Approval of January 7 minutes at next meeting September 12, 2022.*

## **VI. RRAC Chairperson's Report-**

Introduction of new committee member Eva Dewaelsche, also new Full Board Member. Ms. Dewaelsche stated that she is the President of Ser Metro. SerMetro has been around about 38 years and are about to celebrate their 39<sup>th</sup> year in business. She is very excited to work with RRAC and has had the pleasure of working with Dr. McCalister. Thank you for the opportunity of being a part of RRAC.

Ms. Dewaelsch spoke about the amazing work they do at SerMetro. They offer a number of job training programs as well as teach skilled trades, job searches for adults and youth. They also have an alternative high school which was just recently chartered under the Detroit Public School Community District. She is very excited to be on this Committee and the Board and to see how we can work with DWIHN and help our youth and the adults that we serve.

**Chair:** We do not have enough members physically to take votes so this is an informational meeting.

## **VII. Director's Report**

The Directors Report being presented by Polly McCalister for July 11, 2022.

Good afternoon Committee members, public viewers and staff, welcome to our July RRAC meeting. Welcome to our new Full Board and RRAC member Ms. Eva Dewaelsche of SerMetro in Detroit.

Also, I wanted to introduce everyone to Linda Taylor she is your committee liaison. Any questions please contact her at [ltaylor@dwihn.org](mailto:ltaylor@dwihn.org) or 313-433-7976.

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@dwihn.org](mailto:orrcomplaints@dwihn.org). However, all Incident Reports must be faxed over.

Congratulations to Nerissa Louie, (3yrs), Linda Taylor (23yrs) ArReana Jackson (2yrs) Krystal Copeland (2yrs), Lynda Hicks 5yrs, Ann Alexander 18yrs, Gwena Jones 5yrs, Ed Sims 5yrs, Robert Gilreath 18yrs, Chad Witcher 5 yrs, Brian Harris 1yr, Vicki Adams 15yrs, Michelle Livous 4yrs, Schakerra Pride 18 yrs, and Mignon Strong for obtaining 27 yrs. Way to go everyone !!!!!

Congratulations to Chad and his new grandson, Patrick Gabriel Witcher, born 7lbs and 12 oz

Congratulations to Mike Olver, whose one of our trainers and serves on our DEI team, his beautiful daughter Rayna Hope Olver, class of 2022.

Happy Belated Birthday to .....Magnolia Scott, Mignon Strong, Linda Taylor, Kim Little, Dorothy Hamer, Ann Alexander, ArReana Jackson, Krystal Copeland, LaShanda Neely, Ed Sims and Gwena Jones and Robert Gilreath.

Again, I would like to welcome our New Employees: Andre Hardrick, Lawrence Hudson, Lawrence Caldwell, Amanda Kevnick, Avery Barnett and our new Clerical Support Vanique Houser (Ms. V).

We also want to highlight our new Recipient Right Supervisors, Dorothy Hamer, Nicole Williams and Gwena Jones. Welcome ladies.

Welcome Chad Witcher as the new Prevention Manager and our new Recipient Rights Manager, Lynda Hicks!

Last but not least, farewell to McKeba Robinson. She received a promotion within DWIHN.

ORR-Overall Allegations: Under the Direction of Magnolia Scott (intake), Chad Witcher and Robert Gilreath (Managers).

**ORR-Overall Allegations:** June our office received:

162 Allegations  
31 Outside of Provider Jurisdiction  
12 No Rights Involved  
119 Actual investigations  
47 Closed  
115 Open

**Recipient Rights Training:** - Under the direction of Schakerra Pride

**June registered**

401 Participants  
237 Attended virtually  
202 Passed  
199 No Shows.

We are requesting that all providers ensure their employees are trained within 30 days of their date of 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, and Ed Sims. The monitoring team conducted the following Site Reviews:

**ORR Site Reviews:**

**June**

35 completed

**Total # of Site Reviews Conducted= 336 (10/01/21-06/30/22)**

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

**Under New Business**

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).

**Educational piece**

Today we will have Dorothy Hamer, who serves as a Recipient Rights Supervisor on the CLS Team. She will discuss how investigations come in to her team and how she follows up in her investigations.

**Chair:** I always commend you. You are a fearless leader. Team reflects leadership. You Mignon and Linda, you always do a great job. Even though we have not been meeting you all (Recipient Rights) are still receiving and I want everyone to know that you are still receiving and working. Although restrictions have been lifted we are still practicing social distancing. Now, I want to take the time to introduce the new hires.

**Lawrence Caldwell** I am is a Navy Veteran, a retired Sgt. from MDOC, and a former Sheriff Deputy of Wayne County.

**Andre Hardrick** I was a Transit Police, the Department of Corrections. I worked for LARA as a Regulation Agent with the Liquor Bureau, then to CPS and now here.

**Amanda Kevnick** I was a Probation Officer with 36<sup>th</sup> District Court, I did support coordination with CLS, I was CPS-North Central in Highland Park and Family preservation work at the Judson Center.

**Vanique Houser** My background is in Finance and Early Childhood which I enjoyed the most. I am a mother of two and the Clerical Support and I am looking forward to transitioning and being with the company for a while.

**Dorothy Hamer** introduced herself as one of the new Supervisors. I have been with Recipient Rights as an Investigator for 18 yrs in August. I'm excited about the new position that was created to help assist in the management of Recipient Rights. It has been my pleasure to work with Polly and Mignon and now with Robert. I am excited and I am appreciative of what has transpired and I am ho Ping for great success in this position.

Gwena Jones was off today.

**Nicole Williams** I have been with DWIHN for 7 years. I am so excited. I have a great team that I work with and a great Director and I am so excited about this position.

**Lynda Hicks** This is my first day being Manager and I am elated to be serving with you all and to be serving the population in this capacity. I have always been an advocate, a fighter for the underdog. I am a retired police lieutenant. I have years of management experience and I look forward to bringing value to the Office of Recipient Rights. So, thank you for the confidence that the ORR leadership has in me. I look forward to doing an excellent job and taking us to a new level and making sure we continue to advocate for those who need it the most.

**Avery Barnett** I have background with the Detroit Police department. I am a MSU Alumni and currently working on my Master's at Bowling Green. I hope I

can get as much information from DWIHN and I am here by the grace of God and I look forward to working here.

**Chair:** I want to take a moment to acknowledge my fellow committee member, Ms. Janet Harmon.

**Ms. Harmon:** I am here representing this young man Joseph Turner Harmon. He gets nothing but the best. I expect everybody to treat him and his peers as if they are all kings and queens.

**Chair:** I also want to acknowledge my Vice-Chair, Jonathan Kinloch. He had to attend the meeting via zoom. I just want to acknowledge your presence.

## **IX. New Business**

**DWIIHN Prevention Management** presentation by Chad Witcher

### Prevention in the Mental Health Code

- No Specific statutory language using the term “Prevention
- Many statutory requirements with a prevention focus
- Consultation with Provider CEOs and executive/administrative staff regarding rights-related matters.
- Policy and Procedure Review with Recommendation to address Recipient Rights related matters
- Review substantiated violations for sufficiency of remedial action recommended and taken

### Prevention in the Mental Health Code

- Address the concerns identified in Monitoring, Complaint Investigation activities
- Ensure information and explanations regarding rights of recipients provided to Recipients, staff and other stakeholders are practical and effective
- Ensure information and explanations regarding the Recipient Rights complaint investigation legal and contractual requirements are clearly understood
- Implement strategies to coordinate ORR activities with advocacy and regulatory agencies

### Remedial Action MCL 330.1780

- Remedy the violation
- Prevent Recurrence
- Timeliness

### Prevention Manager Job Primary Responsibilities

- Serve as main contact for prevention initiatives for DWIHN Providers
- Consult with ORR Director and Deputy Director bi-weekly to track development and implementation prevention initiatives

- Provide leadership for developing and implementing training initiatives for DWIHN Providers
- Assesses all substantiated complaint investigations for prevention opportunities
- Ensures all trainings and recommendations related to remedial action for Recipients Rights violations are in adherence to the State of Michigan MDHHS Mental Health Code
- Present recognition and commendations for major improvements and outstanding performance in recipient rights protection by DWIHN Providers that have had zero to one Rights Protections incidents and/or demonstrate outstanding performance in a particular instance or situation.

**Semi-Annual Report**-by Magnolia Scott  
(Please see the attached documents)

**Educational piece**-by Dorothy Hamer

### **What We Should Know – Recipient Rights**

#### **RIGHTS IS EVERYBODY'S BUSINESS!**

Every person who receives services in the public mental health system has additional rights. Those rights, specific to mental health and intellectual/developmental disability services, are identified in the Michigan Mental Health Code.

Members have many rights specific to their mental health services. Information about rights is contained in the booklet titled “Your Rights When Receiving Mental Health Services in Michigan”. This booklet should be given and have their rights explained to them when they first begin services, and then once again every year. Members should have access to this booklet at any time.

The Office of Recipient Rights, in accordance with the Michigan Mental Health Code, is responsible for ensuring the provision of recipient rights protections throughout the DWIHN System of Care. Currently, until further notice, and the primary source available to contact the Rights office is via our 24 hour Hotline, Fax and Email.

If an individual receives public mental health or substance abuse services, they are free to exercise their rights, and to use the rights protection system, without fear of retaliation, harassment, or discrimination. Members do not need permission from anyone to use the Office of Recipient Rights or to take other action(s) about a concern. Detroit Wayne Integrated Health Network staff and contractors will not take-action against anyone using the Office of Recipient Rights reporting system.

A person may file a Recipient Rights complaint any time they think staff violated their rights or someone else's rights. A rights complaint may be filed by telephone, letter, email, or on a Recipient Rights complaint form. The Complaint form can be downloaded from the DWIHN Website and if an individual is unable to complete the complaint form, you and/or your staff must assist them.

As citizens, you are responsible for insuring that if you see something that is **suspected** abuse and/or neglect, you should say something. ORR receives many anonymous calls from concerned citizens. If during the course of the investigation a violation has been determined, the respondent (Provider) 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.

Members, staff and citizens may call Detroit Wayne Integrated Health Network Office of Recipient Rights to talk with a Recipient Rights staff with any questions about rights or to get help to make a complaint. The call to the Office of Recipient Rights is confidential. Members/Staff/Citizens may also fax a complaint directly to DWIHN ORR's secure fax line.

Contact Information is available at [https://www.dwihn.org/members\\_orr](https://www.dwihn.org/members_orr)

**Hotline # 888-339-5595**

**Fax 313-833-2043 or 313- 833- 7066**

*Please see attached for Complaint Form.*

**X. 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.svbqPD3uvQrcuHP>

Yolanda Turner our Deputy Chief Legal Counsel spoke to the RRAC regarding the Open Meetings Act (OMA) since this the RRACs first meeting at the St. Regis. Counsel spoke to the changes in the Open Meetings Act. Last year it was permissible for the board members to meet virtually and be counted towards a quorum and to participate. By participate, meaning vote, receive a per diem etc. However, effective December 31, 2021 the OMA only allows a board member to attend virtually if they are in active military duty. As such in order to have a quorum, vote and count towards a quorum, members will need to attend in person. If you have any questions, please feel free to contact her.

**Chair:** Any have questions regarding the "open meetings act".

X. Adjournment: 2:35 p.m.