



**DETROIT WAYNE INTEGRATED HEALTH NETWORK**  
**Recipient Rights Advisory Committee**  
**Meeting Minutes**  
*In-person meeting held at 3071 W. Grand Blvd.*  
**Monday November 7, 2022**  
**1:00 p.m. to 3:00 p.m.**

- *The Recipient Rights Meeting started at 1:00pm, however the committee began as an informational meeting due to not having a quorum. Committee members arrived at 1:20pm and the meeting began.*

**START TIME: 1:20 p.m.    END TIME: 2:40 p.m.**

**COMMITTEE MEMBERS PRESENT:**

Kenya Ruth (Chairperson), Jonathan Kinloch (Co-chair), Janet Harmon, Kenneth Remson, Lori Ann Hill-Sanders, Dr. Vivian Palmer, Jaime Junior

**COMMITTEE MEMBERS EXCUSED:**

Dorothy Burrell, Eva Dewaelsche, Maria Patterson, Ray Schuhholz, Lorraine Wilson- Taylor, Rev. C. Paschal Eze

**COMMITTEE MEMBERS ATTENDING VIRTUALLY:** Maria Patterson

**GUEST(S):** Lisa Haywood – Director of Recipient Rights for Henry Ford Hospital Wyandotte, and Mr. Haywood (her husband)

**Staff Attended:**

**Deputy Director Mignon Strong, Prevention Manager, Chad Witcher and Investigator Brain Harris**

**CALL TO ORDER:**

Ms. Kenya Ruth (Chairperson) welcomed everyone to the meeting. The meeting was called to order at 1:20pm by Ms. Ruth.

**ROLL CALL**

Roll call was taken by Vanique Houser Recipient Rights Advisory Committee liaison.

**APPROVAL OF THE AGENDA**

Ms. Kenya Ruth (Chairperson) called for a motion on the agenda. It was moved by Commissioner Kinloch and supported by the members of the committee.

**MOMENT OF SILENCE**

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

**REVIEW AND APPROVAL OF MINUTES:**

The Chairperson called for a motion on the meeting minutes from September 12, 2022. Commissioner Kinloch motioned to approve minutes with any necessary corrections. Janet Harmon supported the motion.

### **RRAC CHAIRPERSON'S REPORT:**

Chairperson Kenya Ruth gave a verbal report. She discussed removing the stigma on mental health. She also stated as a third generation U.A.W. she takes fighting for the rights of others very seriously.

**Reporting:** We are preparing for our annual report which captures data for October 1, 2021 to 9/30/2222.

**The RRAC committee** is required by the State of Michigan to make four recommendations and outcomes for the ORR department and we established the following:

**Currently our committee is working on developing** four new outcomes and recommendations. 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).

**The Chair concluded her report.**

### **ORR DIRECTOR'S REPORT:**

The Director's report was presented by Dr. Polly McCalister the ORR Director. She stated 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 to 313 833 2043.

The RRAC must be preparing for our annual report we need at least four recommendations. **PLEASE EMAIL GWENA JONES WITH RECOMMENDATIONS AS SOON AS POSSIBLE.**

- Congratulations to Zachary Flynn for obtaining one year
- Jacqueline Frazier for obtaining three years and Michael Olver
- Nicole Williams for obtaining 7 years
- Happy Anniversary to Chad Witcher and his wife... its December 9 however we do not have a meeting in December.

We also, need to introduce our new staff Sherry Underwood, Mariah Simmons and Tondalaya Wilson.

- Our new Intake Manager Gwena Jones and our RR Supervisor ArReana Jackson.

I also, would like to introduce our new Administrative Assistant Vanique Houser....

We also want to say good bye to Linda Taylor who is retiring.

**Last year our outcomes and recommendations were:**

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

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

The ORR Annual Reporting data received FY 21-22 we received 1,634 allegations, we investigated 1288 cases, and substantiated 364 investigations.

The ORR received allegations from 450 recipients and 540 employees which represents the highest number of individuals that filed complaints.

This is significant and supports the fact that recipients and employees are one of our greater resources in protecting the rights of the ones we serve.

The Office of Recipient Rights also oversees the training for all DWIHN and provider employees,

FY 21-22, the Recipient Rights Trainers registered 5360 participants, 2807 attended and passed the virtual class, and there were 2553 no shows.

**Before we move to new business if this body could vote to accept my report.** The Director's report was accepted by the committee.

**UNFINISHED BUSINESS – ANNOUNCEMENTS:**

Chairperson Kenya Ruth said she would like to take this time to acknowledge Lisa Haywood. **LISA HAYWOOD** is the Director of Recipient Rights for Henry Ford Hospital -Wyandotte

Just to mention some of her accomplishments,

- Lisa is on the MDHHS ORR Recipient Rights Conference Committee and has made presentations at past conferences.
- In 2015 Lisa won the MDHHS Director's Award for Advocacy on behalf of Mental Health Recipients
- Lisa serves on the MDHHS Recipient Rights Appeal Committee.
- And today we recognize her for the Exemplary Performance in Recipient Rights Protection

Mrs. Kenya Ruth presented Lisa Haywood with a certificate and a gift card from DWIHN ORR. Lisa Haywood gave remarks.

**NEW BUSINESS:  
Under new business**

New Business was presented by ORR Director Dr. McCalister. 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).

For the educational piece Edna Green, who works in the Prevention Manager department, shall discuss the ORR Policy PCP.

**EDUCATIONAL PIECE:**

The educational piece was presented by Edna Green an investigator for DWIHN ORR. She gave a virtual presentation of the Person Center Planning process and procedures. Committee members and guest were able to follow along with a hard copy of the presentation.

**ADJOURNMENT:**

Ms. Kenya Ruth called for a motion that the meeting be adjourned. Commissioner Kinloch moved the motion and Dr. Vivian Palmer supported the motion. The meeting was adjourned at 2:40 pm.

**Transcribed by:**

Vanique Houser  
RRAC - Liaison