



**DETROIT WAYNE INTEGRATED HEALTH NETWORK**  
**Recipient Rights Advisory Committee**  
**Meeting Minutes**  
*In-person meeting held at 3071 W. Grand Blvd.*  
**Monday January 8<sup>th</sup>, 2024**  
**1:00 p.m. to 3:00 p.m.**

**COMMITTEE MEMBERS PRESENT:**

Angelo Glenn (Chairperson), Jonathan Kinloch (Vice-chair), Janet Harmon, Maria Patterson, Eva Garza Dewaelsche, Linda Taylor, Kenneth Remson, Sheldon Hill.

**COMMITTEE MEMBERS ATTENDING VIRTUALLY:** Vivian Palmer

**COMMITTEE MEMBERS EXCUSED:** None.

**COMMITTEE MEMBERS UNEXCUSED:** Ray Schuhholz

**GUEST(S):** None

**Staff Attended in person and/or virtually:** Polly McCalister In-person (DWHN ORR – Director), Mignon Strong (DWHN ORR – Deputy Director), Gwena Jones (DWHN ORR – Intake Manager), ArReana Jackson (DWHN ORR – Intake Supervisor), Brian Harris (DWHN ORR – Intake Investigator), Nicole Williams (DWHN – ORR Supervisor), Sheree Jackson (DWHN – VP of Compliance) Monifa Gray (DWHN – Legal Department, Associate VP of legal Affairs), Andre Hardrick (In-Person ORR Investigator), D’Lon Schneider (In-person DWHN ORR – Admin. Assist. -RRC Liaison), Lillian

**CALL TO ORDER:**

Mr. Angelo Glenn (Chairperson) welcomed everyone to the meeting. The meeting was called to order at 1:03 p.m. by the Chair.

**ROLL CALL**

The roll call was taken by D’Lon Schneider Recipient Rights Advisory Committee liaison. A quorum was present.

**APPROVAL OF THE AGENDA**

The Chair called for a motion on the agenda. **Motion:** It was moved by Jonathan Kinloch and supported by Sheldon Hill to approve the agenda.

**MOMENT OF SILENCE**

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

**ORR CHAIRPERSON’S REPORT:**

The Chair gave his report as follows. Read a removal of Recipient Rights Advisory Committee member. The floor was open for discussion and Mr. Jonathan Kinlock asked how many members would be removed from the committee. Polly McCalister indicated that only one (1) member would be removed. Legal department asked if the letter could be reviewed by legal department before signing. The removal letter was given to the legal department for review and changes. Pending the approval from the legal department, it was moved by Jonathan Kinlock and supported by Eva Dewaelsche for the removal letter to be sent.

**ORR DIRECTOR’S REPORT:**

Dr. Polly McCalister, the Director of the ORR presented the ORR department annual report for FY 23.

Ms. Gwena Jones, ORR Manager presented a power point on ORR FY23 rights complaints received and the outcome of those complaints. Ms. Jones also presented to the committee 2024 new recommendations for ORR. A copy of this power point will be emailed to each committee member.

The committee did ask by closing out complaints in seventy-five (75) days if we are losing the quality of investigation and it was comment by Ms. Jones that we are not losing quality due to having more staff and managers meeting with the investigators on a weekly basis to see if they need help or on track. This helps the department with check and balances of sort so we do not loose the quality of service. Committee member Janet Harmon asked if there was data on how many investigators go and do visits instead of phone calls? Polly McCalister stated that it is recorded in the investigation on how the information is obtained and the investigator does go out into the field if needed for a complete investigation.

**UNFINISHED BUSINESS – ANNOUCEMENTS:**

None

**NEW BUSINESS:**

Nicole William, ORR Manager presented a power point on the process of ORR investigation. This was a brief overview on how an ORR complaint is processed.

Mortality Report was presented. FY23: 466, FY22: 526, FY21: 592

**ADJOURNMENT:**

The Chair called for any public comment. No one from the public had any questions or comments. The committee wanted to wish Mr. Kenneth Remson a belated happy birthday.

Metting adjourned at 1:35pm motioned by Jonathon Kinlock, supported by Eva Dewaelsch.

**Transcribed by:**

D’Lon Schneider  
RRAC - Liaison