



**Community**  
MENTAL HEALTH  
CLINTON • EATON • INGHAM

RECIPIENT RIGHTS COMMITTEE  
MEETING MINUTES  
Thursday, June 1, 2017, 5:30 p.m.  
Conference Room G11-C  
812 E. Jolly Road, Lansing, Michigan 48910

**Committee Members Present:**

Tina Bertram, Janel Bosom, Dianne Holman, Paul Palmer, Nicole Wright

**Committee Members Absent:**

Daniel Arnold, Stephen Manchester, Maxine Thome

**Other Board Members Present:**

None

**Staff Present:**

Ashlee Bailey, Laura Britting, Greg Fox, Joyce Tunnard

**Public Present:**

None

**Call to Order:**

The meeting was called to order by Chair Paul Palmer at 5:35 p.m.

**Approval of Meeting Minutes:**

MOVED by Dianne Holman and SUPPORTED by Tina Bertram to approve the meeting minutes of March 2, 2017. MOTION CARRIED unanimously.

**Approval of Agenda:**

MOVED by Dianne Holman and SUPPORTED by Janel Bosom to approve the meeting agenda. MOTION CARRIED unanimously.

**BUSINESS ITEMS:**

**Recipient Rights Quarterly Report: January 1, 2017 – March 31, 2017**

Joyce Tunnard, Director of Quality, Customer Service and Recipient Rights, presented the Recipient Rights Quarterly Report for the period of January 1, 2017 – March 31, 2017. Ms. Tunnard guided the committee through the detailed summary report of allegations and outcomes and answered questions from meeting attendees.

Ms. Holman questioned how complaints that are the result of a tired staff person, that are clearly accidental are handled. Ms. Tunnard described that at recent provider meetings she has been addressing this issue and the RRO is have a dialogue with providers around not firing staff right away when an investigation is opened, rather waiting for the final report and recommended action. Ms. Tunnard is encouraging providers to instead consult with the RRO about appropriate action while the investigation is ongoing.

Ms. Tunnard reminded the committee that the RRO submits reports to the State twice a year.

**ACTION:**

MOVED by Nicole Wright and SUPPORTED by Tina Bertram that the Recipient Rights Committee recommends that the Board of Directors of the Community Mental Health Authority of Clinton, Eaton and Ingham Counties accept the Recipient Rights Quarterly Report for January 1, 2017 – March 31, 2017. Motion CARRIED unanimously.

**Selection of Recipient Rights Committee 2017 Vice-Chairperson**

MOVED by Dianne Holman and SUPPORTED by Janel Bosom to appoint Tina Bertram as the Recipient Rights Committee Vice-Chairperson. Motion CARRIED unanimously.

**Selection of Recipient Rights Committee Day and Time**

Ms. Tunnard noted that the committee has historically been scheduled on the 1<sup>st</sup> Thursday of the last month of each quarter. Ms. Tunnard has a conflicting conference to attend at this time twice a year. In those situations, Greg Fox or Sara Lurie has attended the RRC meeting in her place.

MOVED by Dianne Holman and SUPPORTED by Nicole Wright to continue to meet quarterly the months of March, June, September, and December, the first Thursday of the month at 5:30 p.m. Motion CARRIED unanimously.

**Old Business:**

Nicole Wright brought in copies of the link to her radio bit on Stateside with Cynthia Canty and a published letter to the editor she wrote to the Lansing State Journal regarding section 298. The committee thanked Ms. Wright for her contribution and advocacy.

**New Business:**

Greg Fox facilitated the annual, mandatory Recipient Rights Committee and Appeals Committee Training. Mr. Fox noted as part of the training that per Procedure 3.6.1 "The Executive Director shall consult with the Recipient Rights Advisory Committee prior to selecting, replacing, and/or dismissing the Director of Quality Customer Service, and Recipient Rights." The CEO will consult with the Advisory Committee prior to any future RRO leadership changes.

The 2017 Recipient Rights Conference is scheduled for September 18 through September 22. All members of the Recipient Rights Committee (RRC) are invited to attend the conference. Lodging

and food are provided by the agency and committee members receive a per diem of \$40. The conference is a valuable learning opportunity for RRC members. The RRO will be in touch ASAP to make reservations and complete registration for the conference.

Updates:

Ms. Tunnard explained that as the RRO they are required to complete a site visit at any location where CMHA-CEI consumers are present. There are over 200 sites associated with CMHA-CEI. This function used to be divvied up between a number of different staff, but the agency has recently hired Laura Britting as a Quality Advisor. Ms. Britting's position is devoted to completing these site visits and acting as a liaison and consult for our providers.

Ms. Britting described that she started site visits in April. There are three categories of sites: directly run, external CLS sites, and external residential providers. The directly run sites are at 100% compliance and there are two remaining CLS site visits to complete. Ms. Britting has completed 30 visits since April and there have been no plans of correction related to Recipient Rights at this time. In general, she is working on training requirements with a few providers. Ms. Britting will begin visiting the external residential sites in the next couple of weeks. Going forward she will complete site visits on a rotating schedule and sites with plans of correction will have follow-up visits as needed.

Ms. Britting is also revising some of the forms utilized during the site visits and is streamlining the process. Ms. Tunnard noted that Ms. Britting attend the Basic Skills I training through the Recipient Rights Department of the Michigan Department of Health and Human Services. Additionally, at the beginning of July, Ashlee Bailey will be attending Basic Skills I and Basic Skills II. Ms. Britting will offer an update on site visits, either in person or via. another RRO staff person, at each RRC meeting.

Ms. Tunnard noted that all of the RRO staff maintain continuing education credits through participation in trainings, conferences, and other approved events.

Public Comment:

No public attending

Adjournment:

The meeting was adjourned at 6:07 p.m. The next regularly scheduled Recipient Rights Committee meeting is September 7, 2017, 5:30 p.m., 812 E. Jolly Rd, Lansing, Conference Room G11-C.

Minutes Submitted by:

Emily Wollner  
QCSRR Secretary