



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

**RECIPIENT RIGHTS COMMITTEE  
MEETING MINUTES**

**Thursday, September 7, 2017, 5:30 p.m.**

**Conference Room G11-C**

**812 E. Jolly Road, Lansing, Michigan 48910**

**Committee Members Present:**

**Daniel Arnold, Tina Bertram (Vice-Chair), Janel Bosom, Dianne Holman, Paul Palmer (Chair),  
Jerri Nicole Wright**

**Committee Members Absent:**

**Stephen Manchester, Maxine Thome**

**Other Board Members Present:**

**Kay Pray**

**Staff Present:**

**Ashlee Bailey, Greg Fox, Sara Lurie, Lynn McLaughlin, Joyce Tunnard, Emily Wollner**

**Public Present:**

**None**

**Call to Order:**

**The meeting was called to order by Chair, Paul Palmer at 5:30 p.m.**

**Approval of Meeting Minutes:**

**MOVED by Jerri Nicole Wright and SUPPORTED by Vice-Chair, Tina Bertram to approve the meeting minutes of June 1, 2017. MOTION CARRIED unanimously.**

**Approval of Agenda:**

**At the request of Ms. Tunnard, Mr. Palmer added site visits as an agenda item to discuss under Updates.**

**MOVED by Janel Bosom and SUPPORTED by Vice-Chair, Tina Bertram to approve the meeting agenda. MOTION CARRIED unanimously.**

**BUSINESS ITEMS:**

**Recipient Rights Quarterly Report: April 1, 2017 – June 30, 2017**

**Joyce Tunnard, Director of Quality, Customer Service and Recipient Rights, presented the**

Recipient Rights Quarterly Report for the period of April 1, 2017 – June 30, 2017. Ms. Tunnard guided the committee through the detailed summary report of allegations and outcomes and answered questions from meeting attendees.

Ms. Wright questioned who determines which complaints are determined to have no rights involved or to be out of jurisdiction. Ms. Tunnard explained that our Rights Officers make a determination on each complaint received by the Rights Office. Ms. Tunnard also reviews each of those decisions. Ms. Holman wondered what kind of follow-up occurs in the cases where an investigation isn't opened in response to a complaint. Ms. Tunnard noted that, as appropriate, the Rights Officer will make recommendations in unsubstantiated cases or will recommend alternative follow-up steps when cases are deemed to be out of jurisdiction or to have no rights involved.

Ms. Wollner described that the spreadsheet presented to the Committee has been revised slightly. In situations where one case results in multiple substantiated and/or unsubstantiated allegations, each substantiation or unsubstantiation is listed on a separate line that clearly notes which protected right is involved.

Ms. Pray questioned how many staff were involved in RRC #1555. Ms. Bailey noted that upwards of three different staff were involved in the complaint, while only staff 1 and 2 were involved in substantiated allegations.

In reference to RRC #1557, Mr. Palmer wondered why a complaint might be determined to be out of jurisdiction if it involves one of our consumers. Mr. Fox explained that the occurrence reported in 1557 involves treatment that the consumer received at McLaren and not at CMHA-CEI which means the complaint is out of jurisdiction. Instead, McLaren has jurisdiction over the complaint and it would be something that McLaren's Rights department would process. Ms. Holman questioned how the connection with McLaren's Rights department is managed. Mr. Fox explained that, depending on the situation, they will counsel the complainant while on phone or they might include this direction in the acknowledgement letter.

**ACTION:**

**MOVED** by Dianne Holman and **SUPPORTED** by Kay Pray 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 April 1, 2017 – June 30, 2017. Motion **CARRIED** unanimously.

**MDHHS SEMI-ANNUAL RECIPIENT RIGHTS REPORT: OCT. 1, 2016 – MARCH 31, 2017**

The semi-annual report required by the Michigan Department of Health and Human Services summarizes rights activity for CMHA-CEI for the months of October 1, 2016 through March 31, 2017. The Recipient Rights Committee regularly reviews the in-depth summaries of this activity in the quarterly reports. This semi-annual report was submitted to MDHHS-ORR by the deadline

of June 30, 2017. Ms. Tunnard led the Committee through the data and questions were answered by the Recipient Rights staff. This was for informational purposes only.

**Old Business:**

None

**New Business:**

Mr. Palmer questioned how consumers are trained in Recipient Rights, including consumers who require assistive modifications to consume the information in our Recipient Rights Book. Ms. Tunnard described that consumers receive information about Recipient Rights during their orientation to services and then annually during the person-centered/treatment planning process. The case manager is responsible for ensuring that the consumer is able to understand the materials reviewed and facilitates accommodations (including those related to Limited English Proficiency) as needed.

**Updates:**

**Site Visits:** Ms. Tunnard described that, annually, each contracted site where consumers receive treatment receives a site visit that is inclusive of Recipient Rights. Laura Britting, Quality Advisor, who presented to the Recipient Rights Committee in June, is responsible for completing all of the site visits and managing follow-up in response to the visits. Currently, 170 out of 230 sites are in compliance. The process that Laura is implementing will ensure that all sites are in compliance.

**2017 Recipient Rights Conference September 20 - September 22:** Four Recipient Rights Committee members are attending the annual Recipient Rights Conference taking place in Kalamazoo in a couple of weeks. Logistics around transportation and lodging are being confirmed and any updates will be communicated to those attending the conference.

**MDHHS/CMHSP Contract:** Recent updates to the contract between the Michigan Department of Health and Human Services and the Community Mental Health Service Providers, clarified expectations regarding Recipient Rights training facilitated by CMHSP Rights departments and regarding the training requirements for Recipient Rights staff who are required to receive 12 hours of training annually.

**Public Comment:**

No public attending

**Adjournment:**

The meeting was adjourned at 6:13 p.m. The next regularly scheduled Recipient Rights Committee meeting is December 7, 2017, 5:30 p.m., 812 E. Jolly Rd, Lansing, Conference Room G11-C.

**Minutes Submitted by:**

Emily Wollner  
QCSRR Secretary