



PINES BEHAVIORAL HEALTH

"Life should be enjoyed...not endured"

Pines Recipient Rights Advisory Committee Minutes for 12/14/2021

- I. **Call to Order:** 12:05pm
- II. **Attendance:** Bing Johnson, Wendy Sayler, Kelli Nettleman, Jay Gallagher
Others: Tom Schmelzer, Jason Porter (RRO), Sue Germann (CEO)
- III. **Review and Approval of Previous Minutes:** Oct minutes approved as written
- IV. **Public Comment:** No public comments
- V. **Members Report:** No member reports
- VI. **RRO Report:**
 - a. Trends for 2022 since October 1

Jason went over trends for this fiscal year as it relates to recipient rights. Jason stated that he is receiving more complaints this year compared to the previous year. Some of these complaints are abuse and neglect but providers are handling the allegations appropriately and timely. Other than an increase in complaints, and an increase in abuse and neglect cases, the typical allegations of dignity and respect and mental health services suited to condition are comparable to last year.

VII. **Committee Topics:**

- a. Recipient Rights Budget

The committee reviewed the recipient rights budget and discussed whether the budget was still an appropriate amount. The committee determined that it was.

- b. Annual Report

The committee performed their statutory duty to review and provide comments on the recipient rights annual report that is sent to the State of Michigan every year. Jason went through the annual report thoroughly and answered the committee's questions. The annual report includes a breakdown of the number of complaints Pines received throughout the year, whether or not those allegations were substantiated or not, the types of corrective action plans associated with substantiated complaints, a review of 2020 goals and the status of those goals, and finally, goals for 2021. The committee provided comments on last year's goals and recommendations for this year as it relates to the Rights Office. The committee was focused on the continuation of ensuring rights

investigations take closer to 60 days rather than 90 days. Other goals included more staff trainings on rights, a public recipient rights training, and making sure recipients, guardians, and parents of minors utilize the appeals process when they are not satisfied with a recipient rights decision.

c. Set up 2022 schedule

The committee agreed to continue meeting the second Tuesday at noon quarterly.

VIII. Next Meeting: March 8 at noon

IX. Adjournment: 12:52 p.m.